

DCS Europe

NetPilot Case Study

With increasing numbers of staff working remotely for all or part of the time, having easy and reliable access to data and information that is stored centrally is becoming ever more essential. The need for increased flexibility, however, puts pressure on organisations to find a solution that at the same time can provide an extremely high level of security so that the integrity of the business is not compromised. This is particularly vital when employees are working internationally, often from remote hotels and trade shows as well as overseas offices.

A solution with the NetPilot security device at its heart enables 'roaming' staff from DCS Europe plc to gain secure access to vital applications while they are on the move. Whereas previously downloaded data was 24 hours old, the new Unified Threat Management system – which includes a new firewall and intrusion detection as well as anti-virus, anti-spam and anti-spyware functionality – delivers real-time data to any location which is a valuable business benefit.

A major distributor for blue-chip names such as Colgate, Procter & Gamble, Unilever, Sara Lee, Coty, Gillett, SC Johnson Wax and PZ Cussons, DCS operates from a state-of-the-art 265,000 sq ft distribution centre and supplies over 10 million cases a year.



Case study: DCS Europe



In recent years the need for businesses to be able to operate efficiently beyond the constraints of physical office space has increased rapidly. As employees become more and more reliant on data and information stored within the business network in order to carry out their day-to-day job effectively, being denied access to these resources can dramatically reduce output. So for sales teams and other 'roaming' or 'remote' workers, being able to logon to more than just an email account or basic intranet is critical if they are to maintain productivity while they are out of the office.

Previous system limiting

This is certainly the case for DCS Europe plc which, as a 'super-distributor' for many leading brand owners including Procter & Gamble and Unilever, has a large mobile sales force. Most DCS staff work totally remotely, or split their time between office and home working. Previously, the company had relied on a remote access system based on Microsoft applications, but found this limiting.

"We were keen to find a more flexible solution that would allow our staff remote access from anywhere in the world, at any time," says DCS Managing Director, Nigel Shortt. "Security was also a high priority as many of our employees visit international destinations and require remote access from hotels and trade shows".

Roving security risks addressed

The solution, developed by NetPilot and integrator GCC innova, has resulted in DCS using the latest version of Equinet's NetPilot to combine mature and well-proven technologies, such as VPN and security identity tokens. However, the product is deployed in a new way in order to address the heightened security risks that inevitably come about when applications are made more open

and flexible for remote users. NetPilot Version 4 security software – which includes a new firewall, Demilitarised Zone (DMZ), as well as intrusion detection mechanisms – provides a complete security system that roaming personnel can use for incoming access.

Real-time data anywhere

For Nigel Shortt and his team at DCS the new solution makes a real difference: "Before going in to see customers, our sales people are now able to run various management reports to provide information on buying trends, business information systems and fault reports. Previously the downloaded data was 24 hours old. The new system delivers real-time data to any location which is a valuable improvement."

While secure, reliable and flexible remote access is seen as an important new dimension, several of NetPilot's other features – both some that are well-established and others that have been introduced recently – are also providing valuable business benefits.

Complete security gateway

NetPilot's Unified Threat Management (UTM) facilities, for instance, go beyond its key firewall and intrusion detection capabilities to allow a complete security gateway to be established. The product can easily deploy anti-virus, anti-spam and anti-spyware functionality in an extremely straightforward fashion: something that is vital in providing competitive edge for a wide variety of organisations.

Martin Douglas, Sales and Marketing Director at GCC innova concludes: "We saw the potential of integrating NetPilot's new Version 4 security software. We are already talking to other customers and a number of clients have expressed great enthusiasm at the potential. As well as giving us the opportunity to talk to new customers, it means we can also offer existing customers a great new approach. We see this as just the tip of the iceberg."

www.netpilot.com
www.gccinnova.co.uk
www.dcs europe.com

SOLUTION OVERVIEW

- **High security VPN system**
- **Secure access for roving personnel**
- **Advanced firewall, DMZ and intrusion detection**
- **Greatly improves central site security**

DCS Managing Director, Nigel Shortt, who wanted a flexible, secure solution, found it in NetPilot:

"It gives DCS staff remote access from anywhere in the world, at any time."