

**The Organization**

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This case study highlights the deployment of a SonicWALL® SSL-VPN 2000 at American Baptist Homes of the West® (ABHOW). Founded in 1949, ABHOW pioneered the "continuing care retirement community" as an attractive lifestyle option for American seniors, and continues to enhance the independence, well-being and security of older people by providing housing, health care and supportive services. ABHOW has nearly 4,500 residents living in 30 communities throughout four Western states, and over 2,300 employees.

SonicWALL spoke with Brett Ortega, Network Engineer at ABHOW, about the security challenges of a highly distributed nationwide enterprise, and how he has applied SonicWALL solutions to meet those challenges.

Q.: *What security challenges do you face with such a widely distributed network?*

A.: My responsibilities are ensuring the security of the network and all telecommunications. With such a widely distributed organization, I'm challenged to find the best solution for remote access, whether it's distributed site-to-site or for mobile remote access.

Q.: *Why has clientless secure remote access become a priority for ABHOW?*

A.: We have network users who work out of their homes in various cities nationwide, as well as road warriors who are in and out of the office and need to connect back to file shares and e-mail.

Q.: *What SonicWALL appliances have you deployed on the WAN?*

A.: We have two SonicWALL SSL-VPN 2000 appliances, as well as PRO and TZ Series network security appliances with IPSec VPN capability.

Q.: *What advantages did SonicWALL have over other solutions you considered?*

A.: I did look at Cisco®, but found that SonicOS seems much simpler to configure and customize, and is still more robust in its functionality.

Q.: *In what ways has SonicWALL made secure remote access easier for your IT organization?*

A.: SonicWALL is extremely easy to implement and administer. Because the interfaces and operating systems are similar, implementing new devices has been easy.

Q.: *How has that ease-of-use affected your secure remote access deployment?*

A.: It's made it very easy to scale remote access to meet our needs. We started with a single firewall, and then added more as site-to-site IPSec VPN appliances for our disaster recovery site. We then acquired an SSL-VPN 2000 for clientless remote access, and decided to get a second one to update our disaster recovery site as well.

Q.: *Does SonicWALL help you comply with governmental or industry regulations?*

A.: We use the IPSec VPN connections to transmit personal health information site-to-site, in order to help us meet HIPAA compliance

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—Brett Ortega
Network Engineer

Q.: In what ways has SonicWALL helped you lower operational costs?

A.: As a not-for-profit we certainly value price as well as what we're getting for our money. SonicWALL simply offers a superior product for an affordable price. One instance in particular where we cut costs was when we deployed TZ Series devices for site-to-site IPSec VPN connections over low-cost DSL or Cable circuits rather than high priced full or fractional T-1 lines.

Q.: In what ways have you extended your SonicWALL security solutions to your residence communities?

A.: At our Phoenix location we opted to provide Internet access for our residents and in doing so we put a TZ170 in place to protect them and their Internet browsing.

Q.: What threat management services are you running over the PRO and TZ Series devices?

A.: We use Intrusion Detection and Prevention as well as Anti-Virus and Anti-Spyware.

Q.: How have you deployed SonicWALL for disaster recovery preparedness?

A.: We installed our second SSL-VPN 2000 to achieve remote access to our dedicated disaster recovery site. We provide both SonicWALL SSL VPN and NetExtender access to specific users who have need for this connection during times of disaster.

Q.: How do you plan to use SonicWALL in the future?

A.: We're going to continue using SonicWALL as our partner for security with our VPNs and firewalls.

Q.: What advice do you have for other professionals looking for a similar solution?

A.: If you're looking for VPN or firewall solutions, I'd highly recommend SonicWALL. SonicWALL provided the right solutions at the right price. From sales to support, they give you a clear feeling of partnership and a willingness to help. I'd definitely encourage exploring what they have to offer as a right solution for you.

Case Study Solution Spotlight

SonicWALL SSL-VPN 2000

The SSL-VPN 2000 provides small and mid sized enterprises with a powerful, easy-to-use and cost-effective secure remote access solution that requires no pre-installed client software. Utilizing a standard Web browser, authorized users including mobile workers, partners and customers can securely access e-mail, files, intranets, business applications, desktops and servers from any location.

The SSL-VPN 2000 integrates seamlessly into virtually any network topology. With no need for a pre-installed client, deployment and ongoing maintenance costs are eliminated. Advanced security functionality such as SSL-encryption, tokenless two-factor authentication and rich access-privilege management enable enterprises to securely extend their resources to authorized users.

Remote support is also easy to implement on the SSL-VPN 2000 using SonicWALL Virtual Assist (additional license required; only available as a software add-on module). This clientless tool enables a technician to assume control of a customer's computer in order to provide assistance. As a result, service can be provided on-demand while keeping costs low.

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