

The Organization

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This case study highlights the deployment of a SonicWALL® SSL-VPN 2000 at Primary Support® Solutions, Inc., (Primary Support) an information technology consulting firm with headquarters located in New York City. Primary Support specializes in premium consulting, full service support, and customized solutions for companies of all sizes.

SonicWALL spoke with Ronnie Parisella, Chief Technology Officer at Primary Support, about the challenges he faces in providing his clients with secure remote access and support, and how his organization has integrated a SonicWALL SSL-VPN 2000 (v3.5) into a comprehensive secure remote access and support solution offering.

Q.: *How have you deployed your SSL-VPN 2000?*

A.: We were actually one of the first customers to buy the SonicWALL SSL VPN when they first came out. We use it to create custom portals to allow our customers to dial into our network for training and demonstrations. We use the Virtual Assist feature to support our customers inside and outside their offices. We use it to give our remote technicians and sales people access to our network. We even use our customers' SSL-VPN 2000s to connect back to us to do on-site training.

Q.: *How many users are you supporting with the SSL-VPN 2000?*

A.: We support our entire customer base of over 2,000 users with the SSL-VPN 2000 and Virtual Assist. We also have about 15 users within Primary Support itself.

Q.: *Which features of Version 3.5 got you interested in upgrading?*

A.: One main attraction was the new features in Virtual Assist. Our techs already used that incessantly and for that to be made better and more reliable was a big deal for us. Our techs spend less time connecting to our clients' workstations. I'd say it saves two-three hours every week.

Q.: *In what ways has the upgrade helped extend your support offerings?*

A.: Mac® support has gotten much easier with the inclusion of standalone Virtual Assist support. We can now support Mac users as easily as we have always supported PC users.

Q.: *Has the redesigned user portal enhanced customer usability?*

A.: We're not always sitting in front of the customer to train them. With the new streamlined options, it's now easier to teach our customers remotely. The functionality is rock solid, so our clients are consistently happy with it.

Q.: *In what ways has firmware v3.5 enhanced your online training and demonstrations?*

A.: Our technicians take remote control of a user's workstation in order to walk them through training to see issues first hand. This "eyes on" approach saves us from having to send a technician out to the client site.

Primary Support Case Study

“Combining the SSL VPN technology with SonicWALL’s UTM/Firewall/Wireless products allows us to offer the best wireless security available.”

–Ronnie Parisella
Chief Technology Officer
Primary Support Solutions, Inc.

Q.: How has your upgrade enhanced your wireless deployments?

A.: It’s made it easier for us to implement SonicWALL secure wireless solutions. Combining the SSL VPN technology with SonicWALL’s UTM/Firewall/Wireless products allows us to offer the best wireless security available. Authenticated users have full secure access to the network, while guests and vendors get Internet access only. It’s a way of taking inherently insecure wireless and making it rock solid through VPN.

Q.: How might you extend or expand your use of SonicWALL in the future?

A.: We plan to provide our clients with SonicWALL SSL VPN devices and Virtual Assist licenses by default as part of every new network implementation. The ease of use and time saved in supporting them easily offsets the expense.

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

A.: Chances are, for your average small or medium sized network, the SonicWALL SSL VPN solution should give you everything you need. It’s a great platform, very solid.

Case Study Solution Spotlight

The SonicWALL SSL-VPN 2000

The SonicWALL SSL-VPN 2000 solution provides small and mid-sized enterprises with a powerful, easy-to-use and cost-effective secure remote access and remote support 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. All SonicWALL SSL VPN platforms support Windows®, Mac and Linux®.

The SonicWALL SSL-VPN 2000 firmware v3.5 features Virtual Assist Standalone Client to enable multiple customer support and seamless remote reboot and reconnect; Virtual Assist Mac Support; NetExtender Windows Mobile for complete intranet access from mobile devices; subscription-based Web Application Firewall service; Application Offloading for secure access to specified Web applications through a configured portal; easy-to-use Dynamic Virtual Office user portal; and extensive IPv6 support.

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