

Case Study: Evansville ARC

SECURE
COMPUTING

Business Challenge

Evansville ARC is a not-for-profit organization founded by parents of disabled people to promote personal and professional development, employment, and independence. Based in Vanderburgh County, Indiana, a staff of more than 200 serves more than 1,000 children and adults. Its programs include ARC Industries, an assembly, packaging, recycling, and distribution facility that employs 200 people with disabilities; an inclusion childcare program known as the Child Life Center; as well as numerous other programs that help the mentally and physically challenged create meaningful connections with their community.

Before installing SnapGear® appliances, Evansville ARC had no real network in place. While several of the facilities owned by the ARC had their own computer systems, they were not connected to one another. This situation led to poor communication and

"In our years of using SnapGear appliances, we've never had a major problem, and we've never had to replace one of them. They're very flexible, very stable, and the price point is good too."

– Dave Gilmour
Network Administrator
Evansville ARC

high duplication of efforts. In addition, it meant that whenever a user had a problem, the IT staff had to physically travel to that user's location, increasing time and costs, and delaying resolution.

Network Administrator Dave Gilmour wanted to address these issues by utilizing Virtual Private Network (VPN) technology. He also needed to secure the network from outside threats. And of course, as a non-profit, Evansville ARC needed to keep overall costs down in order to channel as much money as possible into its primary mission.

Customer: Evansville ARC

Industry: Non-profit

Products: SnapGear Appliances

Business need: Evansville ARC contracts with several other non-profit organizations and needed to connect 600 staff members at 16 locations via VPN technology to protect applications and provide support. With a limited budget and small staff, they had to keep Total Cost of Ownership (TCO) down.

Solution: Approximately 20 SnapGear appliances

Results:

- Zero downtime related to SnapGear appliances; 99.9 percent overall network uptime for Evansville ARC.
- Improved efficiency for ARC staff, who can now easily and securely share documents stored on the server.
- Remote troubleshooting enabled by VPN capabilities, allows just two IT staff members to serve 600 users.
- Low TCO due to affordable solution, \$0 repair/replacement costs, and just 2 hours per quarter for maintenance.

Why Evansville ARC Selected Secure Computing

With the SnapGear security solution from Secure Computing®, Evansville ARC got a complete, plug-and-play "network-in-a-box" including VPN and firewall. SnapGear gives users anytime, anywhere access to every application and data resource in the network.

"I made the decision to go with the Secure Computing product because of my past experiences," recalls Gilmour. "And I've always been impressed by wide variety of capabilities SnapGear provides. It does even more than we thought!"

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The versatile SnapGear appliance functions as a firewall, a VPN gateway, a UTM security appliance, and a complete networking solution. It enables secure networking, connecting users together, enabling them to connect securely to the Internet and corporate LAN, and servicing all of their remote network access requirements. It offers complete threat management, with intrusion detection and prevention (IDS/IPS), gateway anti-virus, spam filtering and more—all from a high-speed, highly-reliable appliance.

SnapGear also uniquely leverages the TrustedSource™ reputation-based global intelligence, enabling the system to block spam, spyware, viruses, zombies, phishing scams, and Trojans even before the appliance's anti-malware capabilities kick-in.

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– Dave Gilmour
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Even with all its robust features and capabilities, Evansville ARC found SnapGear easy to use. "I've used a wide variety of products, from Cisco, Symantec, WatchGuard, and others," says Gilmour. "SnapGear is by far the most robust, yet easiest to configure and maintain."

Results

Today, Evansville ARC staff members are connected via their secure network, which enables them to operate and serve clients much more efficiently. Used in conjunction with thin-client ARChitecture, the SnapGear appliances have made it possible for the organization's small two-person IT staff to serve a large pool of users. Not only do they service the 200 users at Evansville ARC, they also subcontract IT services to several other organizations in surrounding counties. In all, they have networked together more

SECURE COMPUTING®
SnapGear®
Network Gateway Security



than 600 users at 16 different locations, improving communication and workflow among those serving the disabled throughout the region.

Administrative costs make up less than 12 percent of the organization's annual budget, allowing an impressive 87 percent of the \$13.2 million annual budget to go directly to assisting the handicapped in the region.

Gilmour points out that the initial price point for the SnapGear appliances was "very attractive," but the fact that they are so stable has made them even more valuable in the long run. "I only spend an hour or two every few months maintaining the appliances, and that's just upgrading firmware and reviewing and auditing the logs."

According to Gilmour, Evansville ARC's network enjoys 99.9% uptime overall, and what little downtime they have had has never been related to the SnapGear appliances. Not only does he enthusiastically recommend Secure Computing products to others, he even uses the company's products at home to protect and monitor his family's Internet use. ■

Secure Computing Corporation

Corporate Headquarters
4810 Harwood Road
San Jose, CA 95124 USA
Tel: +1.800.379.4944
Tel: +1.408.979.6100
Fax: +1.408.979.6501

European Headquarters
No 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU UK
Tel: +44.870.460.4766
Fax: +44.870.460.4767

Asia/Pacific Headquarters
Hong Kong
1604-5 MLC Tower
248 Queen's Road East
Wan Chai Hong Kong
Tel: +852.2598.9280
Fax: +852.2587.1333

Japan Headquarters
Shinjuku Mitsui Bldg. 2, 7F
Nishi-Shinjuku 3-2-11
Shinjuku-ku, Tokyo, 160-0023
Japan
Tel: +81.3.5339.6310
Fax: +81.3.4496.4537