LEADING AUTOMOTIVE COMPANY SELECTS SECUREDESKTOP FOR REMOTE WORKING

This leading automotive company operates worldwide and has 53 overseas manufacturing facilities in 28 different countries. The company directly employs over 25,000 people and works with an additional 25,000 contractors, consultants and partners. It sells vehicles and spare parts in more than 170 countries and regions.

Challenge

The company uses a VDI environment that allows approximately 20% of employees to work from home, using Magic Connect as the standard remote access service. Employees using this service can operate their office PC by transferring the screen to their remote device.

However, due to COVID-19, the company needed to scale up its remote working capabilities almost instantaneously. Senior management decided all employees had to work from home, which meant over 12,000 additional users required remote access to the company's internal systems.

Upscaling Magic Connect to meet this new demand wasn't a viable option, as it required infrastructure changes and additional load balancers to add more users. Getting remote access for the 12,000 employees would take up to four weeks to complete - too long, given the very immediate need.

Using a VPN connection for remote access was also not an option. Aside from the risks associated with using VPNs, the company also needed a solution to cater for approximately 6000 AutoCAD users. The high library call volumes and large data downloads these users require would put too much burden on the VPN and be unacceptably slow.

Solution

The company turned to Soliton SecureDesktop to provide their employees with secure remote access to the systems required for them to work from home. SecureDesktop delivers a comprehensive remote desktop solution that simplifies daily operations. Both the remote device and the internal office device connect outbound to the SecureDesktop service, and the service connects the two together. Users and devices are strongly authenticated on both ends, using digital certificates to provide an added security layer.

The outbound connections mean it's unlikely that changes to the firewall are necessary, saving the IT department time and reducing implementation costs. As well, the office desktop computers can take any route to the internet that is available, which prevents a single point of congestion and improves performance.

The IT department can immediately upscale users, without having to modify the IT infrastructure, and users can simply download the application to their home device to access an office PC.

Employees at the company use the SecureDesktop app to remotely access all the files and programmes they need, including AutoCAD files. The streaming technology used in SecureDesktop compresses and transfers the information on the PC screen for remote operation and ensures a stable connection — even with low bandwidth internet lines.

Results

SecureDesktop allowed the organisation to upscale remote working and get employees working from home fast. It provided a quick and secure way for the company to minimise the disruption caused by COVID-19.

Soliton SecureDesktop is intuitive to use. Employees can get started without any training, making the roll-out to over 12,000 people smooth and efficient. Plus SecureDesktop offers fast connection and HD image quality. It renders a highly synchronised remote screen to ensure efficient remote operations, which is highly valued by AutoCAD users.

SecureDesktop meant the company could leverage personal PCs and Macs, to get people working from home, without compromising sensitive data or security. It offered a much faster implementation, as it didn't require the same infrastructure changes needed to scale the existing Magic Connect solution. It also provided users with a more stable and faster connection with their office PC.

It is a very secure solution, which allows employees to work from home immediately and have the same functions available as in the office.

What's next?

SecureDesktop licences can up- and downscale fast. This flexibility makes it easy for the company to adapt working patterns during uncertain times, bringing employees into the office or supporting remote working as needed.

About Soliton

Soliton Systems specialises in IT Security and Ultra-Low Latency Video Streaming, and is headquartered in Tokyo, Japan. Our current CEO and founder, Nobuo Kamata, PhD has been a technology-oriented leader and pioneer since 1979. Soliton has a strong vision to innovate solutions to logically satisfy the needs of our customers, without adding complexity.

Soliton Systems has continuously set new standards in performance, quality and reliability in our areas of expertise: Cyber Security, Mobile Live Broadcasting and Public Safety. For more info, visit www.solitonsystems.com.

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