



SEARCH

Subscribe - FREE!
Recent Issues
Technology Articles
Opinion Columns
Solutions Locator
Advertising Info
Editorial Calendars

*What's Happening At
Business Solutions*



New Network Security Business From Existing Customers?

Network monitoring services and client referrals helped this VAR land a 16-facility network security install from an existing healthcare client.

***Business Solutions*, December 2004**

Written by Jay McCall

Looking for new customer wins isn't the only way VARs grow their businesses. In fact, research suggests it's 10 times easier to service the customers you currently have. Network security managed services provider Dyrand Systems Inc. (Vancouver, British Columbia) can attest to this truth since landing a network security contract at Retirement Concepts' (Vancouver, British Columbia) facilities. Retirement Concepts operates retirement homes, which comprise multiple locations and different levels of care, ranging from food services and housing to full-time personal care. To avoid having to hire an IT staff, Retirement Concepts used IT support services from one of Dyrand Systems' competitors, Voyus Canada Inc. After deciding to take a more proactive approach to maintaining its IT infrastructure, Retirement Concepts put out a tender, and Dyrand Systems won the exclusive contract for Retirement Concepts' IT maintenance and support.

Customer Testimonials Help VAR Win Additional Network Security Contracts

Initially, Dyrand Systems managed the IT infrastructure at Retirement Concepts' headquarters only. As the company continued to grow, adding more remote facilities (currently there are 16), its network infrastructure inadequacies became more pronounced. "The client was plagued by viruses, and it even experienced a few hacking attempts that prevented branch facilities from sending payroll records to headquarters," says Birgit Troy, chief administrative officer at Dyrand Systems. "Each facility had to fax its payroll to headquarters, and the information had to be manually entered into the payroll system." To correct the problem, Retirement Concepts asked Dyrand Systems to evaluate its entire corporate network and propose a network security solution that encompassed all of Retirement Concepts' locations.

After Retirement Concepts approved the proposal, Dyrand Systems deployed 160 network security licenses, which comprised a SonicWALL (Sunnyvale, CA) Pro 200 firewall at headquarters and SonicWALL TZ 170 firewalls at each branch facility and in every remote worker's home. Additionally, SonicWALL network antivirus and SonicWALL VPN (virtual private network) clients were deployed at each facility. The installation took an average of 4 hours per site to configure the firewalls and 1 hour to configure each workstation for antivirus, VPN access, and remote control.

One of the challenges Dyrand Systems experienced during the implementation phase was deploying the VPN client at each of the remote workers' home offices. "The customer has a half dozen workers who work from their homes," says Troy. "To set up a home office with a VPN, it has to have a high-bandwidth connection such as DSL [digital subscriber line] or cable. And, the ISP [Internet service provider] has to use a static IP [Internet Protocol] address."

Don't
the
s



High
Reprin
NX
availab
Reprin
Service
5460



Busir
@rep

Since the network upgrade, Retirement Concepts hasn't had any problems with hackers or viruses, and it hasn't experienced any productivity-stopping incidents either. Also, Dyrand Systems has become Retirement Concepts' exclusive managed service provider. In addition to providing help desk support, Dyrand Systems provides 24/7 support via remote monitoring of Retirement Concepts' network. "This implementation has led to opportunities with other clients in the service industry, too," says Troy. "One of the factors that has helped us win contracts in related industries is testimonials. We encourage our prospects to contact our other customers to find out for themselves how we measured up."

Dyrand Systems has evaluated several network security vendors. Based on its experience from projects like Retirement Concepts, it has decided to become an exclusive SonicWALL reseller.

Send comments to: Webmaster@corrypub.com

Copyright © 1996-2003, Corry