



“For my team, it’s no longer necessary for them to take up a portion of their day supporting the VPN. I’d say we’ve cut that time by 50% with FirePass.”

Asdrubal Pichardo
Global Director IT
Enterprise Networking

SAP Replaces Previous VPN Technology with F5’s FirePass[®] SSL VPN Solution, Ensuring Secure Remote Access for Nearly 7,000 Users Daily

Industry:

Software

Challenges:

- Remote access for 7,000+ employees
- High support costs
- Application security

Benefits:

- Reduced support issues by 50%
- Easy to use
- Fast, secure access to applications for over 7,000 employees on a daily basis

Overview

When SAP was looking for a solution to replace their previous VPN technology, they chose the FirePass[®] device from F5. The FirePass device allowed SAP to overcome the limitations and complexity of their previous solution, and provide secure remote access to their employees from any location, using any type of device. While nearly 7,000 SAP employees access applications through the FirePass device every day, the number of VPN related support issues has decreased by 50%.

Challenge

SAP wanted to provide remote access to corporate applications to all employees, whether they were working out of the home office, a sales person at a client site performing a demo, or a consultant at a customer site who needed to connect back to gain access to required files. These employees needed to consistently and securely connect to any application, using any type of device – from PC to Mac to PocketPC – anywhere in the world.

The problem in doing this for a growing number of users on the road, according to Asdrubal Pichardo, SAP Global Director IT Enterprise Networking, was the lack of capabilities in the remote access product that was already in place.

“We’ve had a VPN technology solution for years, but it’s becoming less and less likely that it will allow you to connect from many client or customer sites,” said Pichardo. “This is especially true at government sites. It’s a productivity hit for traveling employees if they can’t access the network from any location.”

Solution

The SAP team augmented their remote access solution with F5’s FirePass, an SSL VPN device that provides secure remote access to corporate applications and data via standard Web browser technology. It enabled SAP to extend secure remote access to anyone connected to the Internet using desktops, laptops, PDAs, kiosks and more – while eliminating the need for complex IPsec VPNs.

FirePass was also the first SSL VPN solution with complete cross-platform support. Extending its support for any IP application to Macintosh, PocketPC and Linux clients and expanding client and application security for Web, email and file application access, FirePass delivers the industry’s most ubiquitous solution for secure application access.



