

## Food Manufacturer Extends Its Workplace with Secure Remote Access

Del Monte Foods depends on Adaptive Security Appliance VPN solutions to provide secure remote access to employees.

EXECUTIVE SUMMARY
<p><b>DEL MONTE FOODS</b></p> <ul style="list-style-type: none"> <li>• <b>Industry:</b> Food Manufacturing</li> <li>• <b>Location:</b> San Francisco, CA</li> <li>• <b>Number of Employees:</b> 17,600, including a workforce of 7800 full-time and 9800 seasonal workers.</li> </ul>
<p><b>BUSINESS CHALLENGE</b></p> <ul style="list-style-type: none"> <li>• Provide role-based access to network resources for employees and business partners, regardless of location</li> <li>• Reduce network and administrative costs</li> <li>• Safeguard confidential business information on the network</li> </ul>
<p><b>NETWORK SOLUTION</b></p> <ul style="list-style-type: none"> <li>• Flexible and adaptive security appliance provides a variety of secure remote access options for employees and third parties</li> <li>• Pre-configured telework solution provides convenient voice and data networking for home workers</li> <li>• VPN solution integrates with existing network systems to enforce access policies</li> </ul>
<p><b>BUSINESS RESULTS</b></p> <ul style="list-style-type: none"> <li>• Secure, reliable VPN solution eases collaboration and helps improve employee productivity</li> <li>• Migrating small branch offices from leased WAN lines to the new Cisco ASA 5500 solution can save users significant dollars</li> <li>• Easy administration helps keep network management costs under control</li> </ul>

### Business Challenge

Del Monte Foods is one of the largest, most well-known producers and distributors of premium food products in the United States. Founded in San Francisco in 1916, the company's net sales were US\$3.4 billion in 2007. With a powerful portfolio of brands, Del Monte products are found in nine out of ten U.S. households.

Like most leading companies, Del Monte depends on its network to support its key business operations, from enterprise resource planning (ERP) to data warehouse and customer relationship management (CRM) applications. Employees need frequent access to these systems, regardless of their location. However, Del Monte has a dynamic workforce, with many staffers working outside the office.

"About 70 percent of our computers are laptops, and enabling our users to work remotely is a growing priority," says Dennis Tokarski, manager of telecommunications and network operations at Del Monte. "We have approximately 500 users who work out of the home office, a remote sales office, or a combination of both."

Del Monte needed an easy-to-use solution that could give these mobile employees secure, convenient access to the network tools that they needed.

"We wanted to give our employees an interface that would provide access to specific network resources, based on job function," says Tokarski. "We don't need our users to see everything on our network, just the applications, file sharing tools, and other information that they require."

Business partners and other third parties also work closely with Del Monte applications, so the company needed a way to provide safe, controlled network access to outside users as well.

For home office employees, Del Monte sought an all-in-one solution that could support voice and data networking on the same connection. Its previous teleworking system supported remote data networking, but phone connections were often unreliable. Tokarski and his team needed a solution

that could deliver business-quality communication, yet be easy to configure and manage. At the same time, the solution would have to be secure to safeguard sensitive company information.

**“We evaluated five platforms, and chose a Cisco solution because of its flexibility and broad functionality.”**

—Dennis Tokarski, Manager of Telecommunications and Network Operations, Del Monte

### Network Solution

After considering several different products, Del Monte chose a solution built around the Cisco® ASA 5500 Series Adaptive Security Appliance. Modular and flexible, the Cisco ASA 5500 Series offers advanced firewalling, virtual private networking (VPN), intrusion prevention (IPS), and content security, all in a single platform.

“We evaluated five platforms, and chose a Cisco solution because of its flexibility and broad functionality,” says Tokarski. “Our existing network was built around Cisco, which made it easy to integrate the Cisco ASA into our environment.”

With the Cisco ASA 5500 Series SSL/IPsec VPN Edition, Del Monte can offer employees a wide range of remote access options. An offsite worker can set up a clientless VPN connection using a Web browser, without preinstalled software. Secure Socket Layer (SSL) technology delivers secure access to network resources by establishing an encrypted tunnel across the Internet. Employees can logon to a user portal from any Internet connection and view content that is customized for them. The logon portal itself is also fully customizable, which allows Del Monte to display its logo and a welcome message.

A sales representative might need access to Del Monte’s data warehouse system or CRM application to track a shipment. On the other hand, employees from the finance organization might access the ERP system, file sharing, and administrative tools from their portal. The Cisco VPN solution integrates smoothly with Del Monte’s existing network to give employees access only to the resources that they need.

“We are integrating VPN authentication with Cisco Secure Access Control Server (ACS), which we already utilize for our wireless infrastructure,” says Gary Cooper, network security manager at Del Monte. “We can set up Cisco Secure ACS to talk to Microsoft Active Directory for authentication, and to provide employee profile definitions. Depending on the employee’s role, they will be given a specific customized page when they logon to the network.”

Select Del Monte employees require a richer level of network access. For example, an IT professional might need access to everything on the network for troubleshooting or monitoring. Del Monte employees who need a consistent, LAN-like user experience can use the Cisco AnyConnect VPN Client for an optimized connection in full tunnel client mode on a variety of end-user platforms, such as Windows Vista and XP. The AnyConnect VPN client is virtually effortless to deploy and update and requires no administrative rights. This helps ensure that Del Monte is leveraging the latest client versions for the most secure and effective remote access.

For full-time home teleworkers, Del Monte is deploying an “office in a box” solution that features the Cisco ASA 5505 using Cisco Easy VPN. Based on the Cisco Unified Client Framework, Cisco Easy VPN centralizes the management of VPN deployments and helps reduce their complexity.

"We just pre-configure the Cisco ASA 5505 here, provide instructions on how to set it up, ship it, and let the user plug it in," says Tokarski.

Del Monte was impressed with the ability of the Cisco ASA 5505 to provide a complete home office environment. Users simply plug in a phone, turn on the mobility services, and they can work from home just as they would at their desks.

"With the Cisco solution, employees can plug in their machines at home, and work just as though they are in the office," says Tokarski. "Callers can dial your office number and have the phone ring at your house. You pick it up and nobody needs to know you're not in the office."

To provide additional network security for remote employees, Del Monte uses the Cisco NAC Appliance to enforce security policy compliance. The NAC Appliance identifies whether networked devices such as laptops, IP phones, or other devices comply with Del Monte security policies before permitting those devices access to the network.

"If I'm working from home using the Cisco ASA 5505, the Cisco NAC Appliance checks to make sure my son's computer is not plugged in and could not get access to the network," says Tokarski. "If my Del Monte PC is plugged in, I would get access to the resources I need."

## **Business Results**

Del Monte is completing its pilot program at its divisional headquarters in Pittsburgh, Pennsylvania, and is preparing to deploy the Cisco ASA throughout its sites. By giving employees convenient, flexible access to the network resources that they need anywhere, the Cisco solution can help the company's workforce be more productive outside the office.

"A traveling employee could get on to a Website, get into an application, and look up sales information that they need," says Tokarski. "They wouldn't have to plug in their machine and try to get on the network to get it all working."

With the Cisco ASA, employees at home offices and remote locations can communicate with employees anywhere, to collaborate more effectively using the same network connection for voice and data.

"Our dynamic VPN solution using Easy VPN technology is a major improvement over our previous solution, because it allows remote-site-to-remote-site communication," says Cooper. "Without this solution, there would be no connection; it wasn't even possible."

Del Monte also hopes to realize a substantial return on investment by migrating small branch offices from leased WAN lines to the new Cisco ASA 5500 solution.

"If I remove two T1 lines from just one site, I can save two to three thousand dollars, depending on the location and carrier," says Tokarski. "I can replace those lines with business class broadband, and that adds up to a substantial savings on a monthly basis."

The Cisco solution is also helping keep administrative costs under control, because the Cisco VPN solution integrates elegantly with Del Monte's existing environment and applications.

"Utilizing the Cisco ASA solution together with Cisco Secure ACS lets us manage just one user base," says Tokarski. "All of our logins are compatible with our existing Windows Active Directory security environment. We don't have to worry about managing another set of logins."

The Cisco ASA 5500 Series was designed to be flexible and modular, to enable Del Monte to easily add new security features as they are needed. Tokarski and his team are already exploring adding intrusion prevention (IPS) to further reduce the risk of security issues.

“A huge advantage of the Cisco ASA Series is its ability to support IPS directly on the device, using an optional module,” says Cooper. “This makes building an IPS solution much easier.”

### Next Steps

After deployment of the Cisco VPN solution is complete, Tokarski and his team hope to take advantage of the versatile Cisco ASA 5500 Series to support Del Monte’s disaster recovery initiative.

“We have been asked to provide a business continuity solution in the event of a catastrophic communications outage,” says Tokarski. “A VPN would be critical to getting people back into the network resources they need to keep the business moving. Users might not have an office to go to, but there are a lot of Internet connections out there that they could use.”

With its scalable Cisco solution, Del Monte is poised to support its workforce with innovative new applications well into the future.

#### PRODUCT LIST

##### Security and VPN

- Cisco ASA 5500 Series Adaptive Security Appliances
- Cisco NAC Appliance
- Cisco Secure ACS

### For More Information

For more information, please visit

<http://www.cisco.com/go/asa>.



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