



# VPN Remote Access Solution

How Cisco IT Provides Remote Access for Small Offices and Telecommuters



## A Cisco on Cisco Case Study: Inside Cisco IT

# Overview

- Challenge

  - Increase functionality of home-based services while making deployment and ongoing management simpler, more secure, and less labor intensive

- Solution

  - Hardware-based solution built on the Four Pillars of ECT: end-to-end connectivity, end-to-end deployment, end-to-end management, and end-to-end security.

- Results

  - Enhanced reliability, availability, and security with low TCO

- Next Steps

  - Phased rollout of features and capabilities

# Challenge:

## Ease of Use, Ease of Provisioning

- Many Cisco employees have a need to work from home on a full-time, part-time, or occasional basis
- Cisco introduced a “software” VPN solution to provide remote connectivity in 2001
- Software solution presented functional limitations and management challenges
- But “hardware” solution also posed challenges
- Needed a way to increase functionality of home-based services while making deployment and ongoing management simpler, more secure, and less labor intensive

# **Solution: Enterprise Class Teleworker**

- Built on Four Pillars of ECT: end-to-end connectivity, end-to-end deployment, end-to-end management, and end-to-end security
- Combines router with a high-speed broadband connection at employees' homes
- Enterprise Management (EMAN) performs resource monitoring, automatic page alerting, change management tracking, and availability measurements across Cisco worldwide network
- ISC generates and maintains router configurations and policies

# **Solution: Enterprise Class Teleworker** **(Contd.)**

- IE2100 downloads configuration and policy information to the remote routers
- Zero-Touch Deployment virtually eliminates technical support at deployment

# Results: Sustainable Global Deployment & Support Model

- Enhanced reliability, availability, and security
- Twenty percent TCO reduction from Zero Touch Deployment
- 81% of users say ECT has increased their online availability
- Cisco IT able to support 35,000 more routers due to Zero Touch Deployment and integrated management

# Next Steps: Phased Rollout

- Security: ECT moving toward a collaborative security system
- Media Support: Mediums to be supported in the future include VPN over satellite and VPN over wireless WAN
- Integrated Services: Future phase of ECT will bundle both encrypted data and encrypted voice in a single ECT service bundle
- Beyond Home Use: ECT technology could be applied to connecting small offices currently supported over a WAN and Cisco partner locations supported via VPN extranets
- Management Hubs: Current four management hubs will expand to ten

To read the entire case study, or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT

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