

Seamless Access with the Juniper Networks SSL VPN with cWizard Solution

Enabling User-Friendly Access over SSL VPN

Challenge

New features and fast-improving tools constantly create new opportunities for mobile data access, but overwhelm and confuse the average end user.

Solution

Juniper Networks SSL VPN in combination with cWizard meta-client allows you to fully automate your remote access process.

Juniper Benefits

- Remote access becomes seamless and easy to use
- Increased robustness of connectivity reduces support calls
- Automated process improves overall security
- Transparent service upgrades and changes enhance service control

The requirements of an increasingly mobile workforce are met by a growing variety of products covering aspects such as connectivity, access, security, device management or application control. For the lack of a one-stop solution, access infrastructures are built out of a collection of products with intentional as well as involuntary overlap of functionality. As a result, end users are expected to make technical decisions and thus are left to deal with much complexity themselves. Juniper Networks SSL VPN in combination with cWizard meta-client delivers a coherent solution that automates remote access for the end user, while providing control to service management.

The Challenge

It is a difficult straddle between simplicity for the user on one end and flexibility to adapt to specific access conditions on the other. A simple solution would be easy to use, but is often too limited to overcome even the slightest hurdles. Adding bells and whistles to maneuver around obstacles is a blessing for the tech-savvy user, but typically overwhelms the average end user.

You recognize that you are in such a situation when your helpdesk circulates instruction sheets and FAQs in order to deal with the flood of desperate calls from confused users. As a result, with either approach, mobile users are stranded all too often without access to their corporate data when in fact ample possibilities could exist.

Juniper Networks SSL VPN with cWizard Solution

The Juniper Networks SSL VPN solution integrates with the cWizard software suite, a meta-client from Wizable. The combination delivers an access solution that overcomes the trickiest scenarios while hiding all complexity from the end user.

Juniper Networks leads the SSL VPN market with a complete range of remote-access appliances. Juniper Networks SSL VPN products have a variety of form factors and features that can be combined to meet the needs of companies of all sizes. These range from SMBs that need VPN access for remote/mobile employees to large global deployments that need to provide remote and/or extranet access for employees, partners, and customers from a single platform. Juniper Networks SSL VPNs are based on the Instant Virtual Extranet (IVE) platform, which uses SSL, the security protocol found in all standard Web browsers. The use of SSL eliminates the need for client-software deployment, changes to internal servers and costly ongoing maintenance and desktop support. Juniper Networks SSL VPN Secure Access appliances combine the overall benefit of a lower total cost of ownership over traditional IPSec client solutions with unique end-to-end security features. Enhanced remote access methods enable the enterprise to provision access by purpose for virtually any resource, including those that are jitter or latency sensitive.

Wizable's meta-client automates any actions on the client side from launch to shut down. cWizard orchestrates and controls the interaction of all elements—from wireless hardware and connectivity tools to security mechanisms and authentication processes. Client configurations are adjusted on-the-fly to optimize access for any given situation. By doing so, cWizard avoids many common obstacles, such as fixed proxy settings and more exotic issues like optimizing Maximum Transfer Unit (MTU) size over wireless broadband networks. The meta-client enables context-sensitive access policies for example based on user location or access medium. cWizard's self-remedy mechanisms not only directs the user to quarantine zones, but can take over the entire patch and upgrade process. Even irregular processes like password recovery or certificate renewal can be simplified or fully automated.

Features and Benefits

Ease of use

cWizard automates the entire access process for the end user. First, cWizard establishes connectivity through the tools available on the client, then triggers Host Checker and, upon success, launches Network Connect. If there's a connection failure, cWizard initiates a reconnect—in many cases without the user noticing any interruption. End-to-end access automation relieves the end user of the frustrating trial-and-error exercise in a mobile work environment. It consistently leads to an efficient and reliable access experience.

Central Control

Through cWizard all client aspects can be managed centrally. The behavior of Network Connect and other tools can be refined on-the-fly and applied immediately to any user population. Service management gets back control over the entire process and can modify access decisions in order to optimize reliability, security and cost. New features and upgrades can be integrated and activated anytime without interruption or retraining for the end user. Access preferences for entire user populations can be reconfigured on the push of a button in order to react to security threats or disasters as well as to facilitate infrastructure changes during migrations.

Cost efficiency

Smart access algorithms, which have evolved through experience in large enterprise deployments, enable cWizard to proactively circumvent obstacles and resolve issues transparently should they still arise. This leads to a dramatic decrease in mobility related help desk calls. At the same time, you can expect productivity gains as users will not be distracted by troubleshooting, but can instead focus on their business tasks.

The Juniper SSL VPN and cWizard Solution in Action

Seemingly negligible aspects can often prove to be utterly disruptive. In remote access, proxy settings are just one of many things that can prove to be an insurmountable obstacle for many mobile users. In fact, why should your users even need to know what proxy settings are?

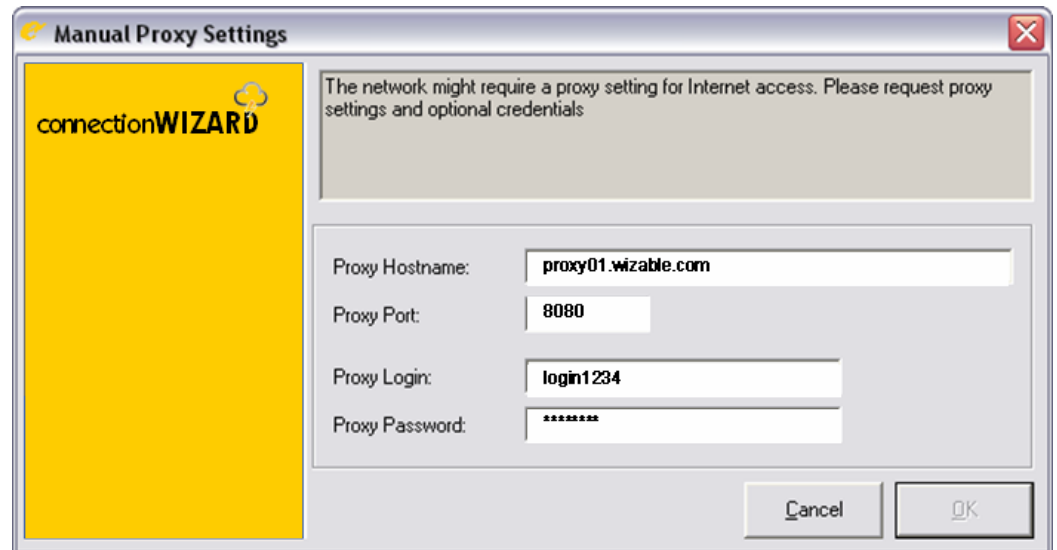


Figure 1: Automating specific access procedure for the entire user population (example depicted: Manual Proxy Settings)

John Boss is at a Partner Company and would like to access important data. At network access, cWizard detects local proxy settings. Luckily, Peter Support had already dealt with Partner Company and entered their settings two months earlier. cWizard transparently finds and applies the local proxy settings, starts the Juniper SSL VPN, then restores John's original proxy settings. Without requiring any interaction or administrative rights, John gets access to the resources he needed.

Solution Components

- Juniper Networks SSL VPN
- cWizard Meta-Client

Juniper and Wizable Make Remote Access Powerful and Simple

The combination of Juniper Networks SSL VPN and cWizard meta-client from Wizable enables you to provide your mobile workforce with a fully integrated access solution that automates the entire client process and puts control of the end-to-end process back into the hands of your service management.

Your mobile users can focus on their work process as the entire access set-up becomes a simple one-step process and reconnects over unreliable connections are automated and transparent as they should be.

Next Steps

Your access environment might have very specific obstacles that make it difficult to provide your end users a seamless remote access solution wherever they try to connect from. We would be pleased to hear about your challenges in order to show you how a combination of Juniper Networks SSL VPN and cWizard meta-client can overcome these obstacles.

To receive full product descriptions or to request a live demo, please contact your Juniper or Wizable representative.

About Wizable

Through its smart mobility solutions, a portfolio of innovative software solutions, Wizable is enabling the mobile workforce by making access seamless and reliable while guaranteeing security during all transactions. Working directly with multinational companies or through partnerships with access providers, Wizable's mobility solutions are at the core of a flexible and manageable mobility infrastructure. Further information can be found at www.wizable.com.

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About Juniper Networks

Juniper Networks, Inc. is the leader in high-performance networking. Juniper offers a high-performance network infrastructure that creates a responsive and trusted environment for accelerating the deployment of services and applications over a single network. This fuels high-performance businesses. Additional information can be found at www.juniper.net.



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