Array NETWORKS

City of SANTA BARBARA

AG SERIES CASE STUDY

City of Santa Barbara

AG Series, DesktopDirect and MotionPro provide key personnel with the same experience as at the office, facilitate secure remote and mobile access to documents and email anytime, anywhere, from virtually any mobile, desktop or laptop device.

Background

Located on the longest south-facing section of coastline on the West Coast of the United States, the City of Santa Barbara has an enviable Mediterranean-type climate and a vibrant economy. Due to the climate and location between the scenic Santa Ynez mountains and the Pacific Ocean, the area has been promoted as the "American Riviera."

City of Santa Barbara employees serve nearly 90,000 residents in more than 35,000 households across a wide range of services, from the airport to libraries to utilities to planning and zoning. In addition, the City is home to five higher-education institutions, and offices of aerospace and defense companies such as Raytheon, Channel Technologies Group and Alliant Techsystems.

Challenges

The City of Santa Barbara Information Systems Division provides technical and operational support services for all City staff, with the exception of the police department. As a convenience to key personnel, the IS Division had deployed an SSL VPN appliance that allowed secure remote access to documents and email while away from the office.

The existing SSL VPN product, however, had reached end-of-life. Manufacturer support was no longer available, and the product was unable to support newer browsers, operating systems or mobile devices. In particular, the product was unable to support many employees' smart devices.

The Information Systems Division began an exhaustive review of secure remote and mobile access products, developing a matrix of features and capabilities across a wide range of manufacturers' products.

After extensive review of available SSL VPN products and features, the IS team elected to evaluate the current model of their existing remote access solution, as well as Array Networks' AG Series secure access gateway.

Solution and Results

Working with Array Total Value Partner Howard Technology Solutions, the City's IS team put both products through testing and analysis. After a one-month trial, Array's AG Series secure access gateway was chosen for deployment. Two modules, MotionPro™ and DesktopDirect™ work in conjunction with the AG Series' built-in SSL VPN capabilities to provide easy secure access, anytime, anywhere, and from virtually any device.

Noted Cazi Brasga, the City of Santa Barbara's Information Systems Supervisor, "Array's AG Series supported mobile devices better than any other product we evaluated, and it was very important

to us to be able to provide high-quality secure access from smartphones and tablets, as well as from laptops and desktops."

DesktopDirect, Array's remote desktop access solution, allows employees to access and control their work PCs and laptops from any location, just as if they were in the office. Remote desktop access is complementary to the AG Series' SSL VPN access; because confidential files and data never leave the corporate network and never reside on remote and mobile devices, security is assured.

"Array's AG Series supported mobile devices better than any other product we evaluated, and it was very important to us to be able to provide high-quality secure access from smartphones and tablets, as well as from laptops and desktops."

Cazi Brasga
Information Systems Supervisor
City of Santa Barbara, California

DesktopDirect includes innovative features such as user self-registration and wake-on-LAN, which allows employees to access their documents and emails even if their office-based computer is powered down.

MotionPro enables secure access for native business applications as well as HTML5 apps developed for mobile environments. After installing a freely available mobile client on iOS or Android-based devices, business and HTML5 apps can be authorized for specific users and automatically installed on end-user devices.

MotionPro allows mobile VPN connections to be enabled or disabled per application. Importantly, all data associated with enterprise apps is stored in a secure container to prevent data leakage. Should a mobile device become lost or stolen, the contents of the secure container can be remotely wiped. Further, device-based identification can be used to prevent future connectivity to the AG Series appliance from lost or stolen devices.

Two-Factor Authentication

Protecting remote access with passwords alone is no longer sufficient. As an added layer of security, the City of Santa Barbara has implemented two-factor authentication from Duo Security. The Duo Security Authentication Service is cloud-delivered and supports the AG Series' SSL VPN. Users enroll and authenticate with their phones using push notifications, SMS text messages, phone callback, or offline passcodes. Learn more at duosecurity.com/array.

Benefits

Key City personnel now have the ability to access their documents and email while away from the office, allowing them to quickly respond to requests and access needed information anytime, anywhere, from their choice of device.

The City's network and sensitive information contained in its servers remains secure through Array's custom SSL stack, which is immune to OpenSSL vulnerabilities such as Heartbleed, Man-in-the-Middle and Shellshock. Duo Security provides another layer of defense against inappropriate access.

Summary

Array Networks' AG Series secure access gateway with DesktopDirect and MotionPro provides City employees with the ability to access and control their office computers as if they were in the office, and from a wide range of devices.

Sensitive information is protected from interception or inappropriate access through a layered security approach. The AG Series allows City personnel to be productive and responsive whenever or wherever they are needed.

Duo Security

Documents, files, email

AG

MotionPro & DesktopDirect

Internet

Smartphones, tablets, laptops, desktops