

MEGAPATH MEETS EVOLVING CUSTOMER NEEDS WITH NEW JUNIPER NETWORKS-BASED MANAGED SSL VPN SERVICES



Industry: Managed Services

Challenge: Offer a remote access solution that can be easily managed and can scale effortlessly to meet the needs of a growing and diverse Fortune 5000 and SMB customer base.

Network Solution: Provide secure remote access to a variety of end user machines (Windows, Mac, Linux, mobile devices / PDA's) with Juniper Networks Secure Access (SA) SSL VPN solution.

Benefits:

- Scalability and flexibility to meet remote access requirements of a diverse and growing F5000 and SMB customer base.
- Simplified management that minimizes operational and support requirements with improved monitoring and reporting.
- Secure Virtualization, to enable multiple customers to access their respective DMZs and authorized corporate resources over separate SSL VPNs.
- Access Privilege Management, whereby security policies that restrict user access to network resources are dynamically applied based on user authentication and access method/device.
- Ability to seamlessly integrate the remote access VPN solution with its MPLS VPN service.

MegaPath is the leading provider of managed IP communications services in North America. By leveraging its wide selection of broadband connectivity, Virtual Private Networks (VPNs), voice over IP (VoIP) and security technologies, MegaPath enables customers to lower costs, increase security and enhance productivity. As a result, MegaPath customers of all sizes can easily and securely communicate between headquarters, branch offices, retail locations, mobile workers and business partners.

By partnering with leading carriers, MegaPath is the leader in providing managed SSL VPN services to Fortune 5000 customers in several key verticals, including manufacturing, healthcare and financial services/insurance. The company is also the leading provider of MPLS VPNs to the retail marketplace, including fast food chains and retail stores, which it serves directly. And it is a strong player in the SMB market for secure Internet access and voice services, with over 20,000 small and medium-size business customers.

The Challenge

When Netifice Communications merged with MegaPath in 2006, the company decided to augment its SSL VPN service with a multi-customer platform that would enable it to address the SMB market, so that it could capitalize on MegaPath's strong SMB distribution channels and customer base. To do this, the company selected Juniper Networks SA Series SSL VPN Appliances to deliver a wider set of SSL VPN services. It also needed to expand its network to support both companies' customers. This presented an opportunity to add Juniper Networks M Series Multiservice Edge Routers which have helped it realize operational and management efficiencies.

"As an organization focused on meeting customer needs, we've seen demand for SSL VPN services begin to extend from large enterprises to the SMB market," explains Abel Nelson, Executive Director, Managed SSL Services. "Service-oriented customers such as legal, accounting and consulting firms want remote access for employees, while others such as manufacturers and healthcare providers are looking for a solution that enables access for partners via an extranet. The applications are varied – from physicians researching patient records to suppliers and distributors accessing inventory management and CRM systems – but the need is the same: a secure, reliable managed SSL VPN service."





The Solution

MegaPath wanted to provide differentiated service offerings to its enterprise customer base in order to address unique requirements and business needs. With Juniper Networks Secure Access (SA) SSL VPN solution, MegaPath found exactly what it was looking for. Today, MegaPath offers managed SSL VPN services for large Fortune 5000 customers, and a hosted SSL VPN solution for its retail and SMB customers.

“Juniper’s platform delivered the breadth of product line and industry-leading stature we were confident would enable MegaPath to meet the diverse needs of our customer base,” says Nelson. “Many of our customers were already deploying Juniper Networks solutions with great success, and even went so far as to request a Juniper-based SSL VPN service – you can’t get a better endorsement than that.”

The managed SSL VPN service places dedicated SA4000 appliances on customer premises, while the network-based hosted solution relies upon SA6000 appliances that are shared among MegaPath customers and use Juniper Networks Instant Virtual Systems (IVS) for multi-customer virtualization capabilities.

“The very nature of our business demands we offer new, value-added services to customers,” concludes Nelson. “We need a network that provides the flexibility to meet evolving customer needs without creating added management complexity, and with Juniper Networks, we’re able to do just that.”

Abel Nelson
Executive Director of Managed SSL Services, MegaPath

Based on the award-winning Instant Virtual Extranet (IVE) platform, the SA4000 appliances feature rich dynamic access-privilege management functions that can be used to create secure customer/partner extranets without having to change the customer’s existing infrastructure or deploy new DMZs or software agents. Secure Access Dynamic Access-privilege management allows MegaPath’s enterprise customers secure access to corporate intranets, so that different employee and visitor populations can utilize exactly the resources they need while adhering to granular enterprise-security policies.

And, with built-in compression and SSL acceleration for all traffic types, MegaPath can provide service to even the most demanding environments.

Like all products built on the IVE platform, the SA6000 uses Secure Sockets Layer (SSL), available in all Web browsers, as a means of secure transport. This enables MegaPath to provide remote access to mobile employees and contractors without requiring client software or ongoing maintenance. The SA6000 server appliance feature set enables MegaPath to host multiple customers on a single appliance, providing easy management and at the same time offering secure traffic segregation and unique security policy configuration for each customer.

“With Juniper M Series routers in our core, we have already experienced the scalability and performance a Juniper solution can provide, and have been impressed with the ‘future-proof’ nature of the platform,” notes Nelson. “The SSL VPN solution gives us similar scalability and flexibility, enabling MegaPath to deploy a single platform capable of supporting different customer requirements while allowing us to leverage economies of scale.”

The Results

MegaPath evaluated several options before selecting Juniper Networks and ultimately selected the SA Series for its ease of use, scalability and ability to deliver the level of performance its customers demanded.

“Our retail customers operate in a highly distributed environment, and Juniper was able to provide a solution that not only met the traditional needs of larger enterprise customers, but of these retail customers as well. The Juniper SA Series SSL VPN solution enables highly granular access to a variety of end user machines like Windows, Linux, Mac and mobile devices/PDAs by leveraging the user identity, security posture of the machine, and the network from which users come. This results in secure, flexible, anytime anywhere access that can be audited in great detail for environments that must comply with regulatory measures such as HIPAA, Sarbanes Oxley and GLB.”

By providing managed SSL VPN services to its customers, MegaPath continues to add value to its relationships with customers beyond the provision of simple, traditional network access. In fact, Juniper’s SSL VPN solution enables MegaPath to differentiate its offerings and, as a result, improve customer loyalty.

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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