

Secure remote access to intranet and extranet

Secure Remote User provides mobile users and external contacts with a secure connection to your core IT resources, without compromising security.

Benefits the entire organisation

Creating secure remote workplaces has been shown to promote productivity in a range of industries. Even mobile staff, such as sales reps, service engineers, drivers and consultants, can carry out their assignments faster and better when they have access to the company's core IT support, wherever they may be. Providing suppliers or retailers access to important operating systems creates added value such as increased productivity, higher levels of service and reduced cost.

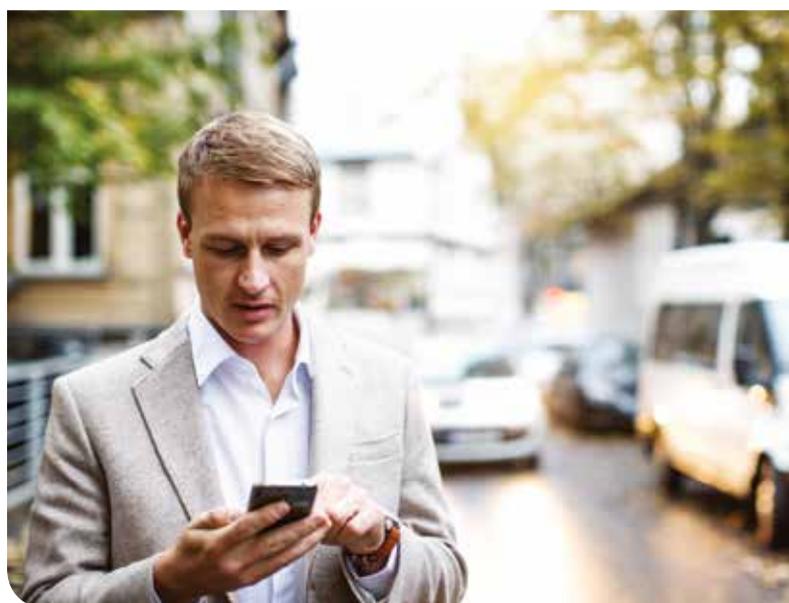
Two technical versions

Base – shared server in Telia's operating environment

You have a virtual server that runs parallel to other virtual servers on the same physical hardware in Telia's operating environment. Naturally, the connections and data that belong to your company are completely isolated from those of other customers. Redundancy (doubled capacity) is included as standard.

Premium – dedicated server

Your company has access to its own server, located in your company network or in Telia's operating plant. Premium is also provided overseas. Redundancy is available as an option.



Improved competitiveness with secure BYOD management

There is a growing trend of employees bringing their own tablets, smart phones and laptops to work and connecting them to the company network. BYOD (Bring Your Own Device) does contribute to personal productivity, but it also causes a number of security-related issues.

Secure Remote User provides security features on three levels: terminal, user and content. It helps build a secure platform for increased mobility, thereby improving competitiveness.



Telia Secure Remote User

Worth knowing

		Service version	
		Base	Premium
Access methods	VPN client	•	•
	SSL-VPN in web browser	•	•
VPN client	Windows/Unix/Mac OS X	•	•
	iOS(Apple) and Android terminals	•	•
Extended security features	Client control feature	○	○
	Cache clearing	○	○
Allocation of rights	One user profile	•	•
	More than one user profile	○	○
User authentication	Fixed passwords	•	•
	SMS	○	○
	Certificate	○	○
	Integration with customer's AD environment	○	○
Web portal	Manage users, authentications and profiles	•	•
	Statistics and reports	○	○
Operation	Telia's environment in Sweden	•	•
	At customer site in Sweden or abroad	N/A	○
Internet capacity	For connecting to the access equipment	•	N/A
High Availability (HA)	Doubled hardware	•	○
Consultancy services	Network design, extended reporting, etc.	○	○
All users		<1,000	<1,000

- = Included
- = Optional
- N/A = Not available

Access

Web: Using a web browser, the user can easily access allocated resources on your network, such as shared folders and server-based services.

VPN client: Presents the user with the same interface as his/her work station but with possible access limitations, as defined by the company.

Security

Client control: When the session is initiated, the service checks the following security-related properties on the computer of the remote user:

- personal firewall settings
- verified system files, security updates and anti-virus signatures

Cache clearing: Means that superfluous data (temporary files, programme cache etc.) are deleted from the user's computer after the session.

Secure virtual computer: A feature that enables connection to the intranet from an open, unsecured computer, e.g. in an internet café or at home.

User name and authentication: The service includes authentication through user names and fixed passwords. Mobile phone SMS authentication or soft certificates are optional.

User management

Telia user database: Your administrator controls user names, passwords, network resources and user profile authentication, managed through the Secure Manager web tool.

Own user database: With this option, you are responsible for user database maintenance, while Telia is responsible for the VPN server. Your administrator manages users and authentications using your own tools.

Reports

Statistics concerning the number of simultaneous users and session times, etc. is optional and can be accessed through the web portal.

Internet capacity

Internet capacity for connecting users to the access equipment is included in Telia Secure Remote User Base.

Monitoring

Telia Secure Remote User is monitored by Telia at all times, all year round.

Support

Support cases are managed in accordance with the service level agreement. Fault reports are handled around the clock, all year round. Your technical contact is assumed to have carried out a basic fault analysis before contacting the Service Desk. End user support can be provided for a fee.

