

Call handling business implements secured SSL VPN Access for remote workers

GoResponse Ltd, launched in October 2003 by Mark Kirby, was formed to fill a gap in the industry providing high class call handling services, utilising the best people and technology, but making it accessible to the majority of businesses. Services include Corporate Reception Services, Sales Order Processing, Ticket Hotlines & Retail Network Support.

Glen Blow, Business Development Director at GoResponse, contacted Control Key about securing the network for his management team, who access GoResponse's servers every day to provide their core business services. Glen explained that his objective was to find a solution that was highly secure, good value and easy to use for non-technical staff. GoResponse also seeks suppliers who will engage with the company as partners, providing added value and recommending solutions that will evolve with the company.

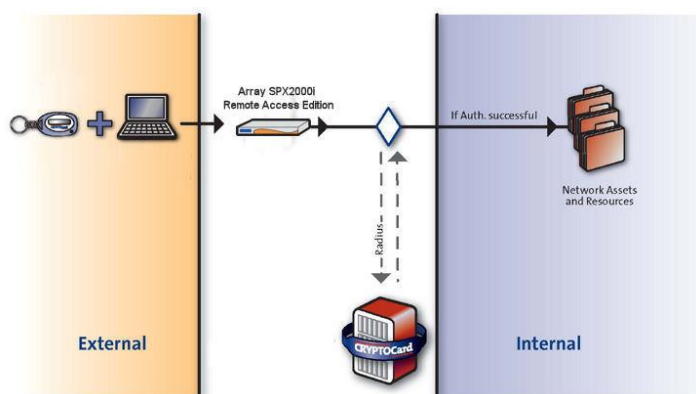


Control Key identified the Array Remote Access Edition SPX2000i used in conjunction with CryptoCard's CRYPTO-Shield and KT-1 token solution to meet GoResponse's business requirement. A live remote demonstration of the Array SPX2000i was provided giving Glen the opportunity to see SSL VPN from Array in action. The Array solution provided simple to use

access using an Internet browser which required no end user software changes. However whilst VPNs protect the integrity of the data transmission, they do not strongly verify the identity of the end user, so CRYPTO-Shield was deployed providing the strong end user authentication solution GoResponse needed.

Features and Benefits

- Secure SSL VPNs with two factor authentication
- Scalable solution to meet growing business needs
- Cost effective with option to increase in minimal increments



Control Key project managed the implementation, coordinating the install of each element of the solution to provide a phased implementation thereby ensuring no disruption to the business. Initially the CryptoCard solution was put in place, followed by the Array SPX2000i after which the system was thoroughly tested.



Glen comments: "We are delighted with the service we've received from Control Key, both during the implementation and post-sales support as we've further developed the solution. I have peace of mind that work carried out remotely is secure and sensitive commercial information is properly protected. Thank you Control Key!"

Control Key Ltd



Control Key was formed in June 1999 by IT professionals to create a Technically Focused IT network and network security business. Control Key specialises in hands-on LAN, WAN and VPN development, application serving, Internet connectivity and security, email and messaging systems, thin client technologies and Microsoft server solutions. Rather than focusing on "box shifting" hardware and software solutions, Control Key has always focused on being able to physically and logically implement the solutions proposed.

For more information on Control Key or the solutions it provides please visit www.controlkey.co.uk or call 0844 568 9950

Array Networks



Founded in 2000, Array Networks is a leading provider of high-performance, secure universal access solutions. Array delivers product lines that address the rapidly growing SSL VPN market as well as the application acceleration market.

More than 1000 customers including enterprises, service providers, government and vertical organizations in healthcare, finance and education rely on Array to provide anytime, anywhere secure and optimized access. Array provides the world's fastest and most scalable SSL VPN products on the market today. Array's technology performs 8 times faster and scales 12 times higher than its nearest competitor. Array is headquartered in Milpitas, California with sales offices around the world. For more information, please visit www.arraynetworks.net

CRYPTOCARD, Inc.



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