

CASE STUDY

Secure Remote Access with Failover

CHALLENGES

- Remote workers
- Specific security requirements
- Outages not acceptable



KEY TECHNOLOGIES

- Sophos Firewalls
- Azure Environment
- Secure VPN
- Disaster Recovery

CUSTOMER AT A GLANCE

Call Lab offers premium outsourced customer support services driven by a team of caring, creative, and hardworking individuals who are carefully selected to suit clients' business needs. Founded in Cape Town, South Africa, Call Lab focuses on providing professional inbound, outbound, and back-office services.

OVERVIEW

Call Lab operates a live call-centre environment with great customer service being a key part of their offering. Call Lab has specific security requirements for remote workers to access company resources.

Remote workers are required to connect to their head office to work. Call Lab needed a cost-effective solution for remote workers to continue to work even if the head office was unavailable due to load shedding or some other disaster.

SOLUTION

TECHTRON rolled out secure managed Sophos firewalls to the head office and manages secure VPN links to all remote workers, providing the necessary security controls for remote workers. TECHTRON also set up a secondary backup firewall hosted in Azure that could be turned on at any time to provide a backup link for remote workers in the event of extended load shedding or some other disaster at head office. The backup firewall is turned off and only enabled when required ensuring no wasted costs. Since implementing the solution the backup firewall has already been activated twice and proven to be an extremely reliable and cost-effective failover solution.