CASE STUDY I

BACKGROUND

This case study is done on a Malaysian Government Agency which involved five divisions during the first phase. The general request was to install a Virtual Private Network (VPN) to connect all these divisions.

CUSTOMER NEED

The Agency requested for the setting up of a VPN connecting their ICT Unit with the five centers. This VPN is to be secured by a Security Gateway Firewall that is able to integrate with Jaring, GiTN and Time.com, ISP service providers. Under the current system the system is compatible with proprietary software such as EG*Net, JKKM*Net, NRE*Net and others. In addition a server with Network Management System (NMS) software was to be set to monitor, filter, manage and administer the network. All solutions were to be based on an Open Source (OS) platform as preferred by GoM.

To deal with this, the agency decided to call for quotations and proposal from Malaysian registered Systems Integrator (SI) vendor that offered the most suitable technology and a consultancy on how best to deploy it. Szar Solutions was chosen as the most suitable and able vendor to fulfill the rigorous conditions set by the agency.

SOLUTION

Szar Solutions worked closely with the Agency to design and deploy a robust and reliable Virtual Private network and stateful Firewall. It was based on open source software and embedded system appliances – **Tunnel Point X3** that was designed and deployed by Szar Solutions.

The appliances were placed in the existing network and were seamlessly integrated over a period of six weeks. They came on line on a staggered basis without disrupting on going operations. This was quite a challenge as the deployment and activation took place during peak operation period of one of the main and critical fund collecting divisions of the agency.

The ICT personnel and others staff (with specific authority) of the Agency have the ability to access the network remotely to maintain repair and monitor its usage. This allowed them to work remotely and deliver better and effective service and support to their respective divisions.

In the process of setting up the said system, the administrator and seven ICT staff were trained to manage and administer the set up. Complete documents and specification were created and handed over to the final users for their reference and guidance.

RESULTS & BENEFITS

- **Enhanced operations**, as the new network devices supports online operations, monitoring and remote access
- **Time savings** reduction in down time, reduction of DoS , and other disruptions
- **Easier network management** due to efficient bandwidth management of QoS