



'We knew that ... we were also opening a bigger pipe for the outside world to get to us'

Mike O'Neill,
MIS Manager



INDUSTRY Printing Products and Services

BACKGROUND Dutch-based corporation Océ is active in approximately 80 countries, with direct sales and service organisations in some 30 countries. More than 125 years old, Océ employs 23,000 people worldwide. Annual revenue in 2002 exceeded 3.2 billion Euros. In Australia, Océ is based in Scoresby, in outer Melbourne.

REQUIREMENT Océ's requirements were triggered by its decision to move to a new Internet connection, and to simultaneously review and redesign their communications infrastructure.

"We were planning to substantially upgrade our Internet bandwidth", says Mike O'Neill, MIS Manager, "and we knew that in opening a bigger pipe to the outside world, we were also opening a bigger pipe for the outside world to get to us".

O'Neill and his team were keen to take advantage of the Network Box's content filtering capabilities, understanding that inappropriate use of Internet facilities becomes more of a problem as Internet bandwidth increases.

They also needed to use the Network Box to establish and maintain secure VPN connections to two interstate offices.

Finally, they made the decision to proxy all traffic through the Melbourne headquarters.

SOLUTION Network Box's solution for Océ reflects Océ's own sophistication. It is neither simple, nor straightforward, but it is highly functional. This is especially clear in the area of Océ's VPN requirements.

The Network Box Rack Mount system at Océ's Melbourne headquarters provides all the control and security that Océ sought, including satisfying the company's content filtering requirements.

Network Box Australia has also implemented two site-site VPNs for Océ, linking the interstate branch offices.

Lastly, Network Box has worked with Océ to implement an unusual but highly functional wireless VPN to mobile devices, to allow the Océ service centre to communicate with its engineers in the field. This is provided over a GPRS (General Packet Radio Service) system from Vodafone.

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As a side benefit, Network Box was able to assist Océ in diagnosing a significant but hitherto unsolved network performance problem, which turned out to be related to an issue in an upstream network.

COMPETITION Océ hadn't actually been looking for a separate security solution. Rather the company had initially been looking for a comprehensive communications solution, bundling security with Internet connectivity and private IP networking.

Mike O'Neill had two important insights that made him decide to split the security requirement out.

The first was that the security requirement was separate in terms of

expertise. Just as the Network Box team, for all its expertise and experience, is not expert in running a telecommunications company, so telecommunications companies aren't typically expert at security.

The second was that there was real potential benefit in having a security provider totally independent of the other providers, enabling O'Neill to get the sort of independent assistance that Network Box could provide in solving the ISP-related performance problems referred to above.

"It was a good decision", says O'Neill. "Our relationship with Network Box has proven very beneficial at a number of levels. It's unusual to get expertise, value, and strong customer service, but we have, and we're delighted."



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