



# Jetpak

## Smart technology cuts costs for logistics company

Logistics | Creation of Wide Area Network | AppGate

### JETPAK

*“AppGate’s technology is fantastic. We’ve used other VPN solutions in the past but AppGate gives us a more complete solution. With AppGate we now have a reliable communications solution for our staff, business partners and also our customers. It’s easy to use, secure, is very easy and low cost to manage, even with our distributed business, and it has neatly solved our printing requirements. I would definitely recommend AppGate to other businesses.”*

Ulla Sundberg  
CIO Jetpak



### Background

Jetpak Group is a Swedish company offering express door-to-door deliveries across the Nordic countries. Services cover ad-hoc shipments including time critical and high value products such as high tech, automotive spare parts and medical equipment. To achieve their target of delivery within 12 hours, Jetpak has a network of branches and franchisees, ground transportation partners and access to an extensive air route network.

Speed and convenience are key aspects of Jetpak’s services, and effective communications is essential. Branch offices, partners, franchisees and customers need secure remote access to Jetpak’s network and central applications in order to book and process shipments at any time; but while deliveries are centrally coordinated, relevant shipping documents need to be printed in the local offices. With traditional VPN solutions, meeting these requirements proved difficult and expensive to support, especially since most users and printers are working on LANs outside Jetpak’s domain. Jetpak needed a secure, easy to use, low maintenance solution that would deliver all the necessary functionality.

### Requirements

**High Availability:** For their customers, Jetpak’s services are often business critical, and online applications need to be available 24/7.

**Secure remote access:** Customers, partners and agencies need to be able to access the required online services regardless of their location, but the solution must also provide strong security to ensure applications and information are protected from unauthorized access.

**Local, unattended printing:** To drive speed and efficiency, shipping documents need to be printed at branch/franchise offices. Central application servers need to be able to automatically schedule printouts at remote offices unattended so that printing is not delayed by being tied to a specific user session. The solution needs to be low cost to deploy, easy to integrate with local network infrastructure, and easy to maintain centrally to minimize support and training costs.

### Solution

The access control technology from Cryptzone’s AppGate Solution provides a secure yet flexible and easy to use solution, bringing together all the necessary networking and security elements in one solution. So for Jetpak, the AppGate solution was able to deliver the secure remote access functionality required, and also provided an ingenious solution for the challenge of local printing.

Two AppGate security servers have been installed at Jetpak’s head office in Stockholm to control access to online information and applications. The security servers are configured as a cluster to ensure high availability of services.

Users can access services using the AppGate client or the AppGate SSL module. The SSL module allows users to access web based services securely from any web browser and on almost any type of device. So partners and franchisees can access online services without having to install any client software. To ensure data and applications remain secure, AppGate’s powerful rules-based system allows administrators to centrally control each user’s access rights to specific applications. So a user at a branch office logged in through the AppGate client might have access to many

*"The AppGate Satellite is an ingenious solution. All we do is send it out to a branch office and they just plug it in. It's all controlled and configured centrally so we don't have to visit every site to support it. We can manage this with a minimum of resources and cost. With this solution we provide our partners and customers' local printing in combination with high availability and a secure remote access."*

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applications, where-as a 3<sup>rd</sup> party user might be restricted to just one or two applications when using the SSL module.

AppGate also supports a wide range of authentication methods and Jetpak has strengthened security by deploying two-factor authentication with SMS one-time passwords from Nordic Edge.

To address the challenge of automatically scheduling remote printing, Jetpak uses the AppGate Satellite, a small device that is placed on the local network of the branch office/ franchise operation. It does not require any configuration by the branch office staff, but automatically sets up a secure connection to the Jetpak security server using SSH

tunneling in exactly the same way as the ordinary AppGate client. Then, without any user intervention, application servers can connect back through the AppGate server to printers at the remote office via the Satellite and send through relevant print jobs.



## Key benefits

- Central point of control makes it quick and easy to manage and control user access even for distributed users.
- Strong encryption and authentication ensures applications and data remain protected from unauthorised access.
- 3<sup>rd</sup> parties are able to securely access applications without installing client software
- AppGate Satellite makes it easy to interface to different printers at local branch offices.
- AppGate Satellite is quick and easy to deploy and install, requiring no user training.
- AppGate Satellite is configured and managed centrally, cutting support costs.

Cryptzone solutions mitigate information security risks in key areas of Policy Compliance, Content Security, Secure Access and Endpoint Security.

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## Unattended remote printing with AppGate Satellite

The AppGate satellite is designed to be deployed with minimal user intervention at the branch office. It is therefore able to get its network configuration from DHCP as well as being statically configured. It supports both SOCKS and HTTP proxies and automatic proxy configuration. The satellites are configured, deployed and managed centrally from the AppGate security server so there is no need to visit each site to support or upgrade.

Access to the printers at the different branch offices and franchise agencies is configured for each satellite on the AppGate server. Each printer or printer server is given its own unique virtual IP address at the security server. The central application servers can then send any print-jobs to the appropriate virtual IP address on the AppGate server, which forwards them to the correct satellite and onwards to the printer or printer server. The solution has been designed so that the different branch offices can use the same IP network ranges.

