SUNDATA

CREATING A REMOTE WORKING
SET-UP IN LESS THAN A WEEK

BACKGROUND

In late March 2020, COVID-19 restrictions in Australia increased dramatically and many organisations moved to work from home, at scale and on very little notice. While that was challenging for many businesses, one of our health-related clients had seen a dramatic increase in business. Getting the 'work from home' up and running quickly was critical to their business, and also to their clients.

This company needed to mobilise 200 staff to be working remotely in less than a week. Their existing remote work environment did not support this workload, so a fast solution was required. They went to their current provider for help (a National organisation) but were given a **3-week lead** time for assistance.

At this point, the client asked Sundata for help.

THE SOLUTION

Sundata had some familiarity with this client's network but had to get up to speed very quickly. Lead times on new equipment, plus approval cycles, meant that an 'out of the box' solution was required.

Sundata has a decommissioned firewall sitting in the office, which was out of support, but useable, and it had the capacity to handle 200 concurrent VPN sessions.

As a temporary measure, this Firewall was patched and enabled with temporary licenses, to allow 200 sessions. It was then deployed with a fine balance between speed and following rigorous change management processes being necessary.

This went into the production environment **less than a week** after the initial request, and then we sat down with the client to design and implement a long-term solution using new Firewalls in a High Availability (HA) cluster and licensing scaled to meet the ongoing needs of the client.

> **With speed and agility we were able to service all remote staff and enable Metagenics to operate remotely and service the new high demand of our customers – thanks Sundata.**
>
> **Alecsis Moore** – Head of IT & Global D365 and Integrations Manager at Metagenics ANZ

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