

CASE STUDY | EDUCATION

Providing secure, remote access for staff at the **University of Oxford.**

What was the challenge?

- University of Oxford wanted remote staff to get the same level of IT access as they enjoyed on-site
- The solution needed to be high performance, easy to use and available 24/7
- Robust security, beyond traditional passwords, was essential

'It allows staff to securely access the system if they have to stay at home for any reason, or need to carry out system testing out of hours. Remote working is now regarded as a core element of the IT architecture and so the solution's high level of security and reliability as well as its ease of use have been vital for our users and our IT support team,'

Ben Heath, Head of Financial Reporting, University of Oxford

THE POINT

Oxford is consistently ranked as one of the top ten universities in the world. Its Business Services and Projects (BSP) team identified a need for staff to have excellent remote access to IT resources.

This would support the University's ongoing strategy and objectives, while ensuring greater business continuity in case of major disruption.

CAE worked with BSP to identify and deliver an outstanding solution.

THE OUTCOMES

- Full remote access for over 400 remote staff
- Secure digital identity of authorised personnel
- Only authenticated users can access private and sensitive data
- Enables greater flexible working
- Allows out-of-hours system testing
- Reliable and easy to use for staff and IT team

SOLUTIONS

- CAE solution design, installation, configuration and support
- Virtualised Citrix XenApp 5.0 for Windows 2003 farm
- Citrix Access Gateway Enterprise Edition HA appliances
- Microsoft Active Directory
- Novell ZenWorks

SERVICES

- Design and scope
- Installation and Configuration of Citrix XenApp farm, Access Gateway Appliances, Active Directory Domain and Identity Manager
- Configuration of Published Desktop and ZenWorks integration for dynamic application delivery into remote session
- Fully documented installation