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Customer Story
Manufacturing Industry

Furmanite, a global leader in specialty technical services, replaces Citrix with Ericom's worldwide application access solution

BACKGROUND

Furmanite delivers a broad portfolio of engineering solutions that keep facilities operating, minimizing downtime and maximizing profitability. Furmanite, with a workforce of 1,800 employees in 70 offices across 16 countries on 5 continents is headquartered outside of Dallas, Texas.

In today's global economy, worldwide enterprises such as Furmanite need a proven solution for empowering their geographically dispersed employees and vendors with remote access to key applications — from any location at any time. The solution of choice must be robust, secure, cost-effective, and facilitate business continuity implementations.

Initially, Furmanite used a hosted IT environment implementing Citrix as its solution, to enable remote access to their enterprise ERP system, Microsoft Dynamics SL.

When Furmanite decided to bring the system in-house, they identified several challenges such as support requirements, costs and printing functionality, which required re-consideration of the remote access solution. Furmanite embarked on a rigorous evaluation of access solutions, which included alternative technologies to Citrix. Furmanite had concerns about using Citrix due to the intensive support requirements, overall costs and insufficient printing capabilities.

> "*With PowerTerm WebConnect, we achieved our IT objectives quickly and easily…application level security, simplicity of management, seamless windows solution for users, efficient load balancing and driverless printing.*"
>
> Dale Hanna
> Director of Global Network Infrastructure
> Furmanite Corporation

FURMANITE®

CUSTOMER
Furmanite Corporation (NYSE: FRM)

INDUSTRY
Technical Services – Energy – Oil & Gas

PRODUCT
PowerTerm® WebConnect

CHALLENGE
Provide a secure, reliable and cost effective environment for remote application access for employees and vendors dispersed across 15 countries on 5 continents.

RESULT
Deployed PowerTerm WebConnect RemoteView to provide remote access to Windows® Terminal Server based applications, including the Microsoft's Dynamics SL ERP system

BENEFITS
- An easy to use environment for remote users at any time from any location.
- An easy to implement and manage technology for an IT organization that is "spread thin"
- A reliable universal printing solution for a wide variety of printers.
- A remote Help Desk support system that allows for remote support for end users.

IT ENVIRONMENT
Application: Microsoft's Dynamics SL ERP system; Office 2007
Server side: Windows 2003
Client side: Microsoft® Windows® XP

These factors plus Furmanite's discovery of the benefits of Ericom's solution soon resulted in Ericom's PowerTerm® WebConnect RemoteView being selected as Furmanite's next access platform.

From Pain, to Remedy

"The total cost of the Citrix solution was very high and it didn't resolve one of our biggest problems, which was printing", says Dale Hanna, Director of Global Network Infrastructure. Dale Hanna and Mark Johnson, Furmanite's CIO, took the lead in finding an alternative solution. Their research led them to Ericom's solution — which they found listed on the Microsoft Partners site.

Ease-of-Use, Performance, Manageability and Printing Solution

Furmanite found that PowerTerm WebConnect stood out with its ease-of-implementation and the fact that no special training and certification was required in order to configure and operate it. The minimal amount of hardware needed to deploy it plus the fact that it did not present any additional overhead to using native Microsoft protocol when it came to the driverless printing integration, were additional benefits. "We extend around the world and printers come from all over the place. You almost need a full-time person to keep up with the printers' setup and printing requirements. PowerTerm WebConnect solved that problem, once and for all," said Dale. "We dug out printers that would never

work with Citrix and they worked perfectly with Ericom's solution."

Security and Transparency

When it comes to remote access, security is always a big issue. The challenge is always providing users with transparent access to their applications, that is fully secure. Furmanite found out that PowerTerm WebConnect's secure gateway was simply integrated and easy to deploy. Furthermore, users do not face unnecessary restrictions — "We installed the single-sign-on component and that has been very useful. People log in to the computer and it automatically launches into the Application Zone so there really isn't any involvement by the user at all, it just looks like the applications are available to them on their desktop PCs. There was no training involved because the users already knew how to click on an icon. From a user perspective it was simple."

Quick Implementation

It took Furmanite only a day to deploy PowerTerm WebConnect. The product was then rigorously tested for a month worldwide. "We tried wringing out all our pain points from our previous environment and everything was thumbs up — the system worked as well as Citrix, including the driverless printing," adds Dale.

Optimized Server Utilization and Performance

"Load Balancing is flawless — we

haven't had a single issue with it. It works perfectly, and this is another area where Citrix didn't perform to our satisfaction in our hosted environment. We have a farm of 10 servers dedicated just to the ERP system and it worked flawlessly."

Increased Productivity with Remote Desktop Support

"We use PowerTerm SupportView constantly, saving time and money in not having to go to the user's desktop. We get to respond to the user immediately and I can see exactly what they are seeing. Usually when we are talking to the end user from the help desk and they are having some kind of issue with the ERP or training issue, we just hop on and join their session. We've helped users in Belgium and Germany."

In Summary – A Good Decision to Switch from Citrix

When asked to summarize their experience with Ericom's solution and the whole project of bringing an outsourced system in-house, Mark commented: "With PowerTerm WebConnect we have achieved our IT objectives quickly and easily — providing Furmanite with application level security, simplicity of management, seamless windows solution for users, efficient load balancing and driverless printing." Dale added, "Being live 3 to 4 months now, we have not had a single issue with it. It turned out exactly how I hoped it would be."

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