



CASE STUDY

TNT Express Service

COMPANY:

TNT Express

INDUSTRY:

Express delivery service and logistics

BUSINESS NEED:

TNT wanted to use the Internet safely for transferring order files — including package, pick up, delivery and billing information — onto its operational mainframe system

MANAGED SSL RESULTS:

TNT gets the high security they require without the headaches of IPsec

Global TNT offices can use the Internet to securely transfer package, pick up, delivery, and billing information onto its mainframe system in the UK

Some 2,000 users — located anywhere — get access as easily as if they were at their own desks

Clientless access to collaboration software improves productivity

MegaPath Delivers Secure Remote Access for TNT Express

TNT Express has been providing fast and reliable door-to-door delivery services for almost 60 years. When it came to delivering secure access to its corporate IT resources for remote offices and mobile executives, TNT turned to MegaPath and its leading Managed SSL VPN services.

TNT Express is the world's leading business-to-business carrier, employing more than 43,000 people and serving more than 200 countries across the globe. With more than 21,000 road vehicles and 43 aircraft, TNT Express has the biggest road and air express delivery network in Europe, providing fast and reliable door-to-door delivery services for documents, parcels, and freight.

Not surprisingly, TNT Express uses the most advanced information systems and technology to run its global business efficiently and reliably. TNT's 'Global Link' tracks all international consignments from collection to delivery and provides instant access to detailed consignment information.

Business Challenge: Find a Way to Harness the Power of the Internet — Securely

With a complex logistical operation reaching out to remote corners of the world, TNT was fast to recognize the potential benefits of harnessing the Internet to enhance communications.

"We wanted a secure, reliable and easy-to-use solution so that partners and agents from locations ranging from South America and Asia to Afghanistan and Hawaii could use the Internet for transferring order files," said Marc Vaughan, security services manager at TNT Express.

MegaPath Managed Solution: Convenience of SSL VPN With Full VPN Access and Security

Because security is critical, TNT focused on the use of Virtual Private Network (VPN) technology to set up secure Internet links. After looking at a wide range of technologies and vendors, TNT chose MegaPath's market-leading Managed SSL VPN solution. MegaPath's Managed SSL VPN service is based on Secure Socket Layer encryption that is more suited to supporting diverse remote access requirements than traditional IPsec VPNs. This is largely because they are simple and cost-effective to deploy and easier to use, support, and manage — resulting in more flexibility and long-term cost savings.



"MegaPath's solution is designed for real global enterprises. It fits into our existing infrastructure, offers the flexibility we need, and meets our high standards for security."

— MARC VAUGHAN,
SECURITY SERVICES
MANAGER, TNT EXPRESS



MegaPath is the leading provider of managed IP communications services in North America. MegaPath leverages its wide selection of broadband connectivity, Virtual Private Networks, Voice over IP and security technologies to enable businesses to lower costs, increase security and enhance productivity. Businesses of all sizes can easily and securely communicate between their headquarters, branch offices, retail locations, mobile workers, and business partners.

Service

TNT Express

Access on the Move

Following the successful deployment of the MegaPath solution for secure access to Global Link, TNT has been extending the use of MegaPath's Managed SSL VPN service to provide secure remote access for TNT managers and partners such as software development and support teams.

For example, TNT executives traveling around the world can now access e-mail and other centralized business applications such as Lotus Notes, directly from their laptops.

MegaPath's unique proxy technology means users never have a direct network connection to the resource they are trying to access. This prevents vulnerabilities at the end user's desktop — such as a virus or other insecurity at a remote computer — from becoming a risk to the corporate network.

Going Clientless

Since SSL is already included in any standard browser, no additional client software is required to access Web-enabled applications using the MegaPath solution. This gives users the benefit of full anywhere access — from an Internet café, airport kiosk, wireless device or from another PC on someone else's corporate network.

TNT is running a number of pilot projects with MegaPath to allow senior executives as well as global account customers to have full clientless access to applications such as the Lotus QuickPlace collaboration software.

"We see a great opportunity for using MegaPath's Web-based access functionality to assist with document collaboration and project management in particular," says Marc Vaughan. TNT is using the systems with a wide range of remote machines in different locations including PDAs and other hand-helds. Because the MegaPath solution works over any network and can traverse firewalls, it is especially useful for people that work from home who have broadband access and may have personal firewalls installed.

MegaPath Managed Service Handles Day-to-Day Management and Monitoring

MegaPath now plays a key role in extending these levels of security to remote employees, partners, and customers across the Internet, without the deployment and management hassles associated with traditional IPsec VPN access technologies. For TNT it is important that third-parties are not required to add any equipment to their networks, make firewall modifications, or change any end user configurations.

TNT chose the MegaPath SSL VPN Managed Service because, although the managed appliance resides in TNT Express' data center in the United Kingdom, MegaPath provides full remote management. This means that tasks such as adding new users and implementing authentication and authorization policies, as well as 24x7 system management and monitoring are completely outsourced.

MegaPath's Flexible, Secure Solution Grows with TNT's Business

TNT Express already uses MegaPath's SSL VPN technology to enable secure remote access for about 2,000 users, including partners and agents, mobile managers, support personnel that work from home, and vendors. Around 80 percent of the current users are TNT employees, while 20 percent are business partners.

As for the future, MegaPath's solutions are flexible enough to grow with TNT Express as the company continues to find more ways to take advantage of SSL VPN technology. "MegaPath's solution is designed for real global enterprises. It fits into our existing infrastructure, offers the flexibility we need and meets our high standards for security. We expect the number of MegaPath users to grow rapidly as users feel the benefits and we continue to harness the Internet to deliver competitive advantage."