



TELECOMMUNICATIONS

Telcos expand access and
drive revenues with Tarantella
Secure Global Desktop software

“TARANTELLA SECURE GLOBAL DESKTOP SOFTWARE PROVIDES QUICK APPLICATION ACCESS AND IS SO COST-EFFECTIVE, IT NOT ONLY HELPS US KEEP PRICES DOWN, BUT IT ALSO ALLOWS US TO PROVIDE OUR CUSTOMERS WITH THE BEST LEVEL OF SERVICE.”

DEBBIE DIERSCH, SENIOR VICE PRESIDENT OF OPERATIONS, CHRYSALIS SOFTWARE

CHALLENGES

Telecommunications companies face a myriad of challenges as they strive to meet customer demand for service access while keeping operational costs at bay. Many telcos are trying to drive additional revenue through differentiated services and are taking on a broader range of products to manage and sell. As a result, IT complexity is increasing, and along with it, maintenance and support costs. Such complexity can have a negative impact on the speed with which a telco can deploy a new service, ultimately affecting profitability.

Another challenge is providing application access to staff at remote call centers that handle key operational functions. These call center employees need reliable application access through simple interfaces that seamlessly and fully integrate with the call center's own IT infrastructure. Installing applications on each desktop within a call center can be a logistical nightmare and require ongoing on-site support and maintenance. This model is simply not viable in a business environment in which tight budgets and customer demand for services determine a telco's success or failure.

Finally, telcos looking to add value by bundling services such as VoIP and DSL access with end-user devices like mobile phones need flexible solutions for application hosting and speedy deployment. Customers with limited technology know-how have to be able to get to and use the applications without hassle. Self-maintenance is also important, as users are dispersed geographically, and servicing individual customers would drive costs through the roof. In meeting these unique challenges, telcos have neither time nor resources to waste.

SOLUTION

Tarantella is helping telcos meet their multi-layered challenges by enabling centralized application access to customers and reducing IT complexity through consolidation. Using the secure, reliable server-based computing model enabled by Tarantella Secure Global

Desktop™ Enterprise Edition, telcos can rapidly deploy new services, while improving application management and reducing operational costs.

Secure Global Desktop Enterprise Edition

Enterprise Edition provides secure access to server-based applications running on Linux®, UNIX®, Microsoft® Windows®, Mainframe and Midrange operating systems. No application rewrites or software installations are required on either the client or the application server. Enterprise Edition consolidates critical applications and data onto centrally managed application servers, providing access to users through a standard web browser. IT staff can provision applications to end users who are assigned appropriate access rights based on individual or group criteria.

Enterprise Edition's unique three-tiered architecture delivers enterprise applications over the public Internet, corporate intranet or extranet without requiring software installation on either the application server or the client devices. It breaks down the typical barriers of IT infrastructure, allowing easier, secure access to mission-critical applications. IT staff organizes the typical Enterprise Edition installation as follows:

Tier 3 - Applications run on centrally managed application servers. No additional access software is required on these servers.

Tier 2 - Enterprise Edition software is hosted on one or more dedicated UNIX or Linux servers and runs multiple protocol engines that communicate with the third-tier application servers using their native protocols. These protocol engines convert the native data streams into the platform-agnostic AIP protocol, which is used between the clients and the Enterprise Edition server. Multiple Enterprise Edition servers can be joined together into an array for increased scalability while retaining a single point of administration.

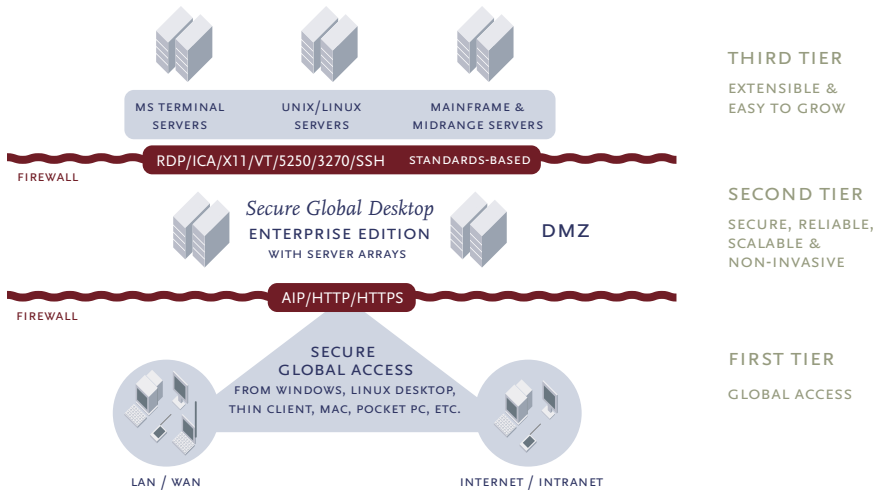


Figure 1: Enterprise Edition's unique three-tiered architecture secures the delivery of enterprise applications.

Tier 1 - A wide variety of client devices such as Microsoft Windows PCs, UNIX or Linux workstations, thin clients and Pocket PCs can authenticate to the Enterprise Edition server using a standard web browser or Enterprise Edition native client. Once logged in, the user can access any application on the third-tier application servers to which they have been given privileges, regardless of what platform the application is actually running on.

Using this architecture, Enterprise Edition protects access to the applications, the data the applications use and the data in transit between the Enterprise Edition client and server. When unprotected, threats to these assets include unauthorized access or users exceeding their authority.

BENEFITS

Centralized Application Access and Management

Enterprise Edition provides telco customers access to all applications hosted on centralized servers within the telco's network, regardless of location. All applications can be published to the web immediately, saving money and creating a centralized computing model with diverse access points. The telco can deploy more applications to more users rapidly and cost-effectively. Enterprise Edition uses the patented Adaptive Internet Protocol (AIP) to provide high-performance application access to users employing almost any type of connection, including dial-up. Telcos with outsourced call center operations incur fewer deployment costs and

management headaches by simply opening up a pipeline to applications through Enterprise Edition's browser-based interface. The solution frees IT staff from having to install applications on individual desktop or laptop computers and allows mobile access from any device. There's no need to install software on individual end-user devices, and IT staff maintains better control over user access.

Expansion to New Markets

An increasing number of home-based businesses are opening up an array of new opportunities to telcos seeking additional revenue streams. Enterprise Edition enables telcos to sell bundled offerings to end users who otherwise may not understand the technology well enough to take full advantage of Internet-based services. It provides ubiquitous access to applications without requiring extensive technology know-how of the end user, encouraging faster service adoption.

As other new Internet-based applications come on the market, telcos can rapidly deploy them to meet customer demands and open up those services to a broader audience.

Security

In an industry in which applications are numerous and systems are complex, providing secure, controlled access to applications is as difficult as it is critical. Enterprise Edition installs on Linux and UNIX servers—platforms that offer superior reliability and security.

Furthermore, the unique three-tiered architecture provides an added layer of protection against malicious attacks to the data center.

Enterprise Edition employs leading dual-factor authentication mechanisms, such as RSA SecurID, and integrates with LDAP, Directory Services, Microsoft Windows Domains and UNIX passwords. Industrial-strength SSL and TLS technologies protect data and keep user sessions private. Encryption options include the industry-standard AES 256 encryption algorithm.

Users benefit from high-performance, reliable access to critical applications and information from wherever they are working—in the office, at home or while on the road.

Reduced Operational Costs

By centralizing application administration, Enterprise Edition reduces the overhead associated with PC-based upgrades and refresh cycles. It accelerates training of new staff and eliminates the retraining of existing employees. Because applications are web-based and accessible from a variety of devices, multiple workstations are no longer needed, reducing capital expenses as well as maintenance and support costs.

Over time, integrating Secure Global Desktop Enterprise Edition will have an impact on the total cost of ownership by:

- Reducing IT management costs—reduces client refresh, supports shadowing, provides audit log and user reports, provides a universal printing architecture
- Bringing any existing application to the web without expensive rewrites—assures application consistency
- Providing a secure, stable method of scaling to meet demand
- Extending the lives of existing desktops
- Reducing per-user cost of the access infrastructure—no emulator is necessary to deliver X11 applications

Why should your telecommunications organization integrate Tarantella Secure Global Desktop Enterprise Edition software?

- Allow telcos to deploy more applications to more customers through centralized application management
- Improve access to applications for remote call centers
- Increase revenue and profit margins by helping companies expand into new and emerging markets
- Reduce operational costs of traditional “fat client” computing models that require extensive support and maintenance
- Improve security by controlling user access to applications from a centralized server