



SonicWALL

Hobart and William Smith Colleges secures mobile and BYOD access with Dell SonicWALL Aventail

Empowering students, faculty and staff with remote access to campus cloud



Customer profile



HOBART AND WILLIAM SMITH COLLEGES

Company	Hobart and William Smith Colleges
Industry	Higher Education
Country	United States
Users	700 faculty and staff members; 2,200 students
Website	www.hws.edu

Challenge

- Multiple mobile devices and platforms
- Unmanaged BYOD endpoints
- Illegal peer-to-peer activity
- High spam volumes

Solution

- Dell SonicWALL Aventail SRA EX7000
- Dell SonicWALL Aventail SRA EX6000
- Dell SonicWALL E-Class NSA E5500
- Dell SonicWALL Email Security

Benefits

- Clean VPN
- Workplace portal access
- Mobile Connect for iOS and Android
- Reassembly-Free Deep Packet Inspection®
- User-managed junk boxes
- Ease of use
- Ease of management

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*Derek Lustig
Director, Network & Systems Infrastructure*

Located on 195 acres in the heart of New York State's Finger Lakes Region, Hobart and William Smith are independent liberal arts colleges recognized for providing highly individualized educations. The colleges use Dell™ SonicWALL™ E-Class Network Security Appliance (NSA) and Email Security solutions. They recently deployed a Dell SonicWALL Aventail® E-Class Secure Remote Access (SRA) EX7000 appliance to enhance mobility.

"We also have to keep a global perspective on data access, as nearly 60% of our students study abroad. To allow people anywhere in the world to connect in a smart and efficient way to our campus cloud is very powerful."

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The challenge: social engineering and managing the strain of bring your own device (BYOD)

"Our community is very active in the way they engage through technology," said Derek Lustig, director, network and systems infrastructure, Hobart and William Smith Colleges. "In an academic environment, there is a culture of openness which extends to technology."

As part of the bring your own device (BYOD) trend, Hobart and William Smith Colleges has seen a great increase of non-IT managed mobile and personal devices, such as smartphones and tablets.

"We do not manage or own most of the devices that connect to our network," said Chris Gregory, network and systems administrator, Hobart and William Smith Colleges. "We have to be prepared for any device and application to connect to network resources.

Students connect with every device under the sun: iPads, Android devices, phones, TVs, Blu-ray players, gaming consoles — things you wouldn't see on a corporate network. They're filling their pockets with devices."

"For us, it's all about managing appropriate access and control over who gets in or out," said Lustig. "When we talk about the proliferation of devices, we need to make sure remote access technology works from anywhere. On the other hand, there are also people and programs in the world that want to dupe people into sharing

their credentials with them and use social engineering to achieve this goal. We want to provide access, but we also want to protect our campus from threats by making sure that access is limited to our community."

After evaluating alternative solutions, Hobart and William Smith Colleges chose the Dell SonicWALL Aventail SRA EX7000.

"We required support for a wide range of clients. Ability to meet their differing requirements was a huge deciding factor with Dell SonicWALL," said Gregory. "When it comes to access and security, the Aventail SRA Series empowers our users to responsibly manage the colleges' intellectual property."

"From an IT services manager perspective, the EX7000 offered a low cost of administration and high quality security," added Lustig.

The solution: managing access at the end point device

"We licensed Dell SonicWALL Aventail SRA for our entire faculty, staff and students on campus," said Lustig. "If you're in our community, you can use the EX7000 to gain access to our files. We also have to keep a global perspective on data access, as nearly 60% of our students study abroad. To allow people anywhere in the world to connect in a smart and efficient way to our campus cloud is very powerful. I like that a lot."

The EX7000 provides the colleges with full-featured, easy-to-manage, clientless or thin-client “in-office” connectivity for thousands of concurrent users on a single appliance. At the same time, it enhances productivity with policy-enforced remote access to network resources from Windows®, Windows Mobile, Apple® Mac OS®, iOS, Linux®, and Google Android® devices.

“The EX7000 is very robust,” said Lustig. “As far as the web-based VPN access of file shares here on campus, it’s something that’s really hard to replicate.”

The colleges also utilize Dell SonicWALL Aventail Workplace. It delivers portal-based clientless browser access for Web applications, client/server applications and file shares from a broad range of browsers and operating systems, including Windows, Windows Mobile, Linux, Macintosh, Symbian and Palm® based devices.

“From the user’s perspective, Workplace is a very powerful tool,” said Lustig. “They can go to our website and share their files right through a web browser. That has been more popular than I would have dreamt of. There are people on a lot of devices who actually prefer it as a way of connecting and downloading files from wherever they are.”

“Workplace is huge for us because users are easily familiar with it, they know how it works. It is the primary use of the VPN system now,” said Gregory.

The result: Dell SonicWALL SRA adds ease, value, productivity and security

“We love that administration is very minimal,” said Lustig. The network administrators don’t spend a lot of time on it. Updates are smooth. We don’t even announce these days when the Aventail client needs to be upgraded. It just happens very seamlessly.”

“It is about value and total cost of ownership,” said Lustig. “We spend less than \$12,000 a year to manage and maintain this solution. That is a relatively small part of our budget, but the payback is huge. Our team is on VPN day in and day out. We use it to support our campus no matter where we are. So, obviously productivity of our IT staff is huge. That value is extrapolated throughout the campus.”

Receiving that value does not require the colleges to compromise on performance and security. When integrated with their existing NSA E5500 Next-Generation Firewall to create a Clean VPN, the SRA EX7000 delivers the colleges’ centralized access control, malware protection, application control and content filtering over the internal wireless network.

“Combined with the NSA E5500, we block thousands of threats every day,” said Lustig. “We’ve actively used some of the capabilities of our NSA firewall to effectively deal with illegal peer-to-peer downloading. The number of security notices that we get these days is negligible. It is nice to know that the line is being held by the NSA E5500. I can’t put a dollar amount on that peace of mind.”

“We also use the flow monitoring to get more details about what people are doing, how they’re utilizing resources,” said Gregory. “We’re using the NSA E5500 to block inbound and outbound peer-to-peer traffic to prevent file sharing issues.”

For iOS and Google® Android™ smartphone and tablet users, downloadable SonicWALL Mobile Connect™ unified client apps offer network-level access to academic resources over encrypted SSL VPN.

“We really like that Dell SonicWALL lets us stay at the forefront with Android and iOS devices,” said Lustig.

“From an IT services manager perspective, the EX7000 offered a low cost of administration and high quality security.”

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The colleges have also deployed a separate SRA EX6000 appliance for their test network environment.

"The EX6000 does a nice job for our test environment. It gives not only internal, but also external resources access to our development machines here on campus," said Lustig. "This is a very smooth way of enabling external developers to help us."

Lustig is also pleased with the Dell SonicWALL Email Security solution.

"I really love the user's ability to go in and configure their own junk boxes to receive reports and manage their spam," said Lustig. "Spam was once a big issue here on campus. Those days are definitely gone."

In addition, Lustig appreciates the college's working relationship with Dell SonicWALL.

"We've been very pleased with Dell SonicWALL's ability to be our one-stop shop. That has worked well for us," said Lustig. "We appreciate the company's ability to address some of the most important technology challenges we have on our campus."

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