"With UTM-1 Edge, UTM-1 Edge W, and Check Point Endpoint Security, we have consistent, uniform security everywhere that we can manage from one central location."

IT Department
Glatfelter Insurance Group

CUSTOMER NAME
Glatfelter Insurance Group

INDUSTRY
Insurance

CHECK POINT PRODUCTS
- UTM-1™ Edge™
- UTM-1 Edge W (Wireless)
- Check Point Endpoint Security™

CUSTOMER NEEDS MET
- Realized fast, secure remote access for home-based sales executives
- Reduced telecommunications costs with remote-access solution
- Rolled out more efficient remote technical support

Glatfelter Insurance Group Connects Home-based Sales Executives with UTM-1 Edge

ABOUT GLATFELTER INSURANCE GROUP

The Glatfelter Insurance Group (GIG), founded in 1951, is an all-lines, full-service insurance broker providing property, casualty, life, accident, and health insurance products and services to individuals, businesses, and organizations. Based in York, Penn., this employee-owned organization employs more than 450 associates who serve in excess of 20,000 customers in all 50 states and Canada, placing GIG among the nation's top 25 privately owned insurance brokers. Central to GIG's business philosophy is the understanding that prompt and considerate claims service is the organization's ultimate responsibility to its customers. GIG's unique culture, operating structure, and strong market relationships enable it to offer an impressive portfolio of value-added products and services designed to help every client manage risk.

THE GIG CHALLENGE

GIG markets its GIG markets its Volunteer Firefighters Insurance Services (VFIS) products and programs to fire companies and ambulance services through independent agents and a network of sales executives who work from their homes. To support these sales executives, the company implemented new customer relationship management (CRM) and imaging applications with a Web interface. However, remote access via toll-free dialup was slow, and telecommunications costs were soaring because these associates frequently stayed connected all day. What GIG needed was a faster, more cost-effective, and, above all, secure way for sales executives to get sales-support information and communicate with underwriters and claims professionals.

THE CHECK POINT SOLUTION

GIG brought high-speed remote access to all its home-based VFIS sales executives through Check Point UTM-1™ Edge™ appliances. Ideal for connecting remote offices securely over low-cost, high-bandwidth VPNs, UTM-1 Edge devices proved to be the cost-effective solution GIG was seeking for home

deployment, as well. At the same time, it also implemented safe, secure VPN remote access for its traveling executives with Check Point Endpoint Security™.

Home-based, high-speed remote access
UTM-1 Edge appliances extend the company's network perimeter security, putting a Check Point firewall between the dangers of the Internet and every home office and GIG's corporate IT resources. Incorporating firewall, VPN, intrusion prevention, and antivirus features in one appliance, UTM-1 Edge gives GIG a complete security solution for it home-based sales executives. Now, they can stay connected all the time through a more cost-effective VPN as compared to dialup. As a result, GIG gets greater CRM value through 24/7 connectivity with remote sales reps.

Most sales executives have UTM-1 Edge for direct wireline use, but a few have UTM-1 Edge W (Wireless) appliances. These integrated security appliances are usually for sales executives who do not have dedicated home offices and require a mobile solution that lets them work from any room at home. "There are many things I can do on UTM-1 Edge W to enhance security of the home user's wireless network, which is important considering we are dealing with a private con-nection straight into our company," says GIG's IT department. "With UTM-1 Edge W, I can restrict access with MAC filtering. I can specify a device for a particular IP address and let only that device through."

He also points to support for Pre-Shared Keys and the WPA wireless security protocol, as well as the ability to authenti-cate to a RADIUS server, as advantages for UTM-1 Edge W.

Ensuring laptops are not chinks in company defenses
For traveling executives who require remote access, Check Point Endpoint Security ensures that their laptops are not chinks in the company's defenses. Check Point Endpoint Security gives GIG laptops an endpoint firewall that can be managed from a console at headquarters and that can ensure the laptops meet antivirus, OS patch, and other requirements before they connect to the network—ensuring safe, secure remote access for GIG laptops. Check Point Cooperative Enforcement® technology enables GIG's VPN-1 gateway and Check Point Endpoint Security implementation to enforce these rules before granting access. By enforcing comprehen-sive security policy as a condition of network access, Check Point Endpoint Security delivers effective protection against exploits that jeopardize business continuity.

Check Point Endpoint Security also ensures that GIG end-points have specified registry keys and that they do not run prohibited software. "With UTM-1 Edge, UTM-1 Edge W, and Check Point Endpoint Security, we have consistent, uniform security everywhere that we can manage from one central location," GIG's IT department says.

THE BENEFITS OF CHECK POINT SECURITY
Soaring costs for unacceptably sluggish remote access hampered GIG's strategy of marketing VFIS products through home-based sales executives. UTM-1 Edge offered a solution with many advantages compared to dialup and competitive VPN alternatives, including ease of management. "We originally had devices from another vendor in home offices, but switched to UTM-1 Edge," GIG says. "These devices provided us with centralized management, detailed reporting, easier configuration and deployment, and better integration into our Check Point firewall."

Dramatically reduced costs
UTM-1 Edge is also the better solution for GIG because it allows home users to have lower-cost dynamic IP addresses. "UTM-1 Edge works out a lot better, because now we're not paying extra for home users to have a static IP," GIG says. "They can have a dynamic IP address, regular home Internet access, and still terminate a VPN connection."

More rapid deployment of new applications
One of GIG's problems with dialup was the difficulty of rolling out new applications. "We had to get users together in one place at one time, or they had to send their laptops in. With the deployment of UTM-1 Edge, our sales executives are no longer inconvenienced by having to lose their equipment for a day or two," GIG says. And GIG saves money on overnight shipping costs.

Improved remote technical support
With Check Point security, providing technical support to VFIS sales executives is much more efficient. "One of the other benefits we saw quickly was how much less time it takes for IT to help these people," GIG says. "A simple problem that could take 45 minutes to fix over dialup takes only five minutes over the VPN. We're saving time, which saves money."

THE FUTURE OF GLATFELTER INSURANCE GROUP
GIG has deployed UTM-1 Edge devices to all VFIS sales executives. Next, GIG plans to convert more of its UTM-1 Edge devices to UTM-1 Edge W devices for select sales executives. The company also plans to roll out VPN-1 UTM to its California office for its disaster recovery plan.

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