

Customer Profile

GROUP 4

group4falck.be



Group 4 Falck

Security services and technology, employing 3,500 people in four countries. Operates a fleet of over 800 vehicles for transport, logistics, mobile security and maintenance. Group 4 serves institutional, industrial, tertiary, small and medium sized companies, self-employed and private customers. Founded 1901.

Applications

Customized grading system.

Case Analysis

Group 4 Falck is one of the world's leading security services companies, employing over 100,000 personnel worldwide. They began providing security services to Europe over a hundred years ago and have since spread to Argentina, Uzbekistan, and all points between. In order to keep pace with twenty-first century threats, Group 4 needed instant access to mission critical information that is every bit as secure as their own clients are. Management turned to Ten Force IT consultants to implement a solution that could provide branch offices with instant, secure access to their customized SAPTM applications. Efficient use of bandwidth was very important as the network bandwidth varied from one office to the next. Scalability was also a critical feature. They wanted a solution that could deploy well in one region, and also be able to expand to offices worldwide.

The Solution

Ten Force recommended Jetro CockpitTM based on its proven track record in dramatically improving SAPTM application performance, centralized maintenance, and of course instant secure WEB access to applications from any location and any device. TenForce implemented a pilot project at one of the branch offices and deployment to all branch offices in Belgium was completed within one month with full testing and compliance. The solution was deployed onto a farm of four Microsoft Windows Server 2003 Terminal Servers plus one CockpitTM server. SAPTM applications are deployed to remote offices via RDP and SSL to remote offices. Group 4 also was attracted to the complete built-in printing solution, without the need for a third party add-on. Client devices consisted of legacy fat PC's that could be integrated into the CockpitTM environment, without the need for upgrades or replacements.

The Results

Group 4 successfully provided secure remote access to all field offices in Belgium, without upgrading their existing infrastructure and network. Customized load balancing provides optimal performance spread evenly over the server farm. Seamless printing solution enables users to print to their default printers as if they were working locally. Management plans to leverage the CockpitTM implementation by migrating all new application deployments to the server farm. The Belgium project is just the beginning of their CockpitTM implementation and they plan to expand the deployment to offices worldwide.

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COCKPIT™

Enterprise, Server-based Computing

Jetro Cockpit™ is a Server-based enterprise suite that manages end-user access, secures data and deploys applications from one or more Microsoft Terminal Servers and/or Citrix Servers. With Cockpit™, system administrators can oversee an entire Server-based Computing environment including local, remote, Web-based and Server-based applications.

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