

# Case Study

## Milk Link

### Cost-Effective Remote Access



#### Organisation Background

Milk Link is one of the UK's leading integrated dairy businesses with a turnover of over £500 million. Operating in the consumer and ingredient markets, Milk Link employ over 1,700 staff in multiple manufacturing and operational locations.

#### The Challenge

Milk Link needed to consolidate the disparate remote access systems in order to reduce cost and management overhead. With almost 100 remote users to support, any solution proposed had to be easily managed, scalable and support home workers, travelling users and users working at other sites. The new solution also needed to be capable of being managed and deployed by Milk Link's managed services partner Capita whilst maintaining top level administrative control within Milk Link.

#### The Solution

Milk Link selected AccessMyLan to address their remote access requirements based on cost effectiveness, ease of deployment and ease of operation. Compared to other proposals, AccessMyLan not only addressed all the functional and operational requirements, but did so at a much lower cost.

AccessMyLan was rapidly rolled out to the remote users via the simple e-mail setup process making the transition painless. The service integrated seamlessly with the Milk Link network environment requiring no changes to firewalls or the network topology. As an added benefit, Milk Link deployed a second VPN Agent to provide high availability of services to their remote users.

Remote users are able to work over any high-speed Internet connection including WiFi, broadband and mobile networks. With this connection flexibility, remote users have full access to all business applications, file shares and e-mail delivering higher user productivity.

Milk Link can easily add and remove users on demand providing the flexibility to cost-effectively support short term requirements and variations in user numbers.

#### The Benefits

- Operational costs significantly reduced
- Reduced support and management overhead
- No capital investment required
- Increased security with no open firewall ports
- Flexible growth path
- Single solution for mobile staff, home workers and remote sites
- Increased service reliability with second VPN Agent
- Increased user productivity



#### Location

Bristol, UK

#### Industry

Integrated Dairy Business

#### Value Assessment

*"Milk Link were managing multiple remote access solutions that were costly to maintain and administer. AccessMyLan enabled Milk Link to significantly reduce the cost and complexity of secure remote access, whilst being able to retain centralised management from our managed services partner Capita."*

Carla Martin,

Group IT Manager, Milk Link

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