

Deployment of a new Virtual Private Network (VPN) infrastructure to the mobile workforce of a major pharmaceutical company

Background

The existing VPN solution had to be replaced due to bad performance (slow access), stability problems (frequent gateway downtimes) and discontinuation of support by the vendor.

Business objectives

Ensure a worldwide deployment of a new VPN solution, allowing for the timely and smooth migration of 16'000 laptop users in 90 sites in about 50 countries.

Approach

The customer had decided to switch to a Cisco VPN solution. The VPN solution was to be installed on the new users' common office environment based on MS Windows XP. To ensure a successful migration, a professional project organization was to be established.

Solution

A global project coordinator was appointed and approved by the Steering Committee. Clear objectives, roles, communication and escalation paths were defined and agreed, both for the central team as well as the local coordinators. The workflow including all necessary documentation was defined. Emphasis was put on regular, transparent communication with all involved parties, to ensure acceptance of the new solution, early detection of problems and thus a timely and successful migration.

Key actions

- Definition and management of a global project organization
- Compilation of project documentation according to company standards. Updates of existing documentation to support new VPN solution.
- Elaboration of a migration plan, updated on a weekly basis
- Establishment of a planning tool between the central project team and the registration desk, in charge of registering the users of the VPN service.
- Elaboration of Intranet web pages specific to this Project (definitions, project description and documentation, FAQ, troubleshooting, shopping list)

- Definition of a Service Level Agreement
- Establishment of a planning tool between the central project team and the registration desk in charge of registering the users to the Cisco VPN service
- Ongoing support as required by the users and the local IT teams. Troubleshooting.

Business benefits

- Timely migration of all sites according to predefined schedule
- Full acceptance of the new solution, which is fast, stable and secure
- Reduced need for support and thus a decrease in support costs
- Reduction of cost for access to external business partners
- Better acceptance and relations with affiliates