Remote Access/Telecommute Solution for Third Party Associate.

Case Study: Third Party Associates

The Context

With the advances in today's technologies, Big-business IT solutions are now available and affordable to the small business owner. No longer is there a need for a big budget to obtain the same IT services and solutions which were previously only available to large companies at a large cost.

The Client

Based in Prospect Park, PA, Third Party Associates provides billing services for EMT and Fire Companies.

The Problem

Due to growth, lack of office space and employees on maternity leave, Third Party was seeking a solution that would allow employees to work from home. Security and privacy were a huge concern given the sensitivity of the billing and medical information that was being processed.
Previously, workstations were being used to maintain the software and database while the only means of transferring data was through CD burning.

Data Troop Rescues

Data Troop was brought in to design and implement a system that could get the most out of a small business budget and to streamline the workflows to their maximum effect.

Since then, key Data Troop contributions have included:

- Implemented a Dell PowerEdge server to centralize the billing and accounting applications, databases, and Terminal Services. The server included mirrored hard drives in a RAID 1 configuration and an external drive for redundancy and backup.
- A Cisco PIX firewall/VPN (virtual private network) device was used to securely connect the office server to the Internet and allow remote access to the system.
- The telecommuters had the Cisco VPN client software installed and configured on their workstation to secure their remote connections from home to the office.
- Print drivers were installed on the server to allow remote users printing capabilities from their local printers in their home offices.

The Results

Data Troop was able to deliver a customized remote-access solution which fulfilled all of Third Party's requirements. We were able to implement the installation and train each user on the proper procedures for using their new system. Employees' now have the ability to securely work from home in the same manner as if they were at the office.