

Egg plc



SecureWave's Unbeatable Security And increased productivity For Citrix MetaFrame Servers

The Company

Egg plc is Europe's leading digital financial services provider, providing banking, insurance, investments, mortgages and a shopping portal through its Internet site and other distribution channels. According to latest findings from Nielsen//NetRatings, the independent web audience monitoring company, Egg's unique audience for June 2002 was 1,010,258. This figure ranks it as the most popular financial website in both the UK and mainland Europe.

Launched in October 1998, Egg has already gained 2.3 million customers and has over 2000 employees working from offices in London, Dudley and Derby.

The Need

Egg has achieved sustained business growth through the adoption of cost effective strategies for the delivery of products and services to the market. A key contributor to their success has been the ability to adopt an application architecture, which facilitates having nearly 300 employees working remotely who are able to provide feedback directly to Egg's Service Centre in Derby.

Egg has capitalized on the advantages of using a number of Citrix MetaFrame Servers to supply critical business and training applications to remote worker

desktops. However, these advantages are also accompanied by risks that can adversely affect business operating productivity. There was concern that utilities stored on remotely connected end user systems could be used to gain access to the main Headquarters' network to conduct unauthorized activities. The applications used for remote worker training are system resource intensive and if executed inadvertently by unauthorized users, could result in server performance degradation and possible system failure.

The challenge confronting Egg was to find a way to ensure that remote employees could only access specifically authorized business applications. The solution had to not only solve these needs, but it also needed to be easy to deploy, administration needed to be simple and fast, and the system should not create performance overhead on the Citrix MetaFrame Servers.

The solution and how does it work

Egg selected Sanctuary Terminal Services Edition (formerly SecureEXE) from SecureWave because its solution demonstrated the ability to meet all of the security, administration and implementation needs identified. Sanctuary Terminal Services Edition integrates seamlessly into the Terminal Services and Citrix MetaFrame environments and utilizes the user's credentials to retrieve a list of applications to which the user (or group to which the user belongs) is authorized access, all others are denied. If the user attempts to execute any other file (be this a virus or other unauthorized application), it will fail to run.

Application access control policies

are easily administered from a central location via the SecureWave Management Console. Any changes of policy to user or group profiles can be pushed to the client software residing on the Citrix MetaFrame Servers and take effect immediately.

The Benefits

Egg's decision to utilize Sanctuary Terminal Services Edition in conjunction with Citrix MetaFrame has provided them with a highly effective and flexible application management system that fully satisfies their demanding requirements and supports their operational model.

- > Administrators can now centrally manage and deploy policies controlling exactly what applications can be run by which users.
- > Access permissions for applications can be centrally managed and changed on the fly.
- > The resilience of the Citrix MetaFrame servers can now be assured through the ability to exercise total control over exactly who can execute training applications, and when.
- > Due to Sanctuary Terminal Services Edition being optimized for the Citrix MetaFrame environment, Egg will achieve their business objective with no performance impacts.
- > The security of the Citrix MetaFrame servers has been significantly enhanced through control over the execution of applications and utilities.



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Safeguarding Tomorrow

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