

Nokia: Providing Simple, Secure Remote Training Lab Access to Thousands Each Year with Keeper Connection Manager

No Client and No VPN Means No Worries for Nokia Students Located Across the Globe

NOKIA

NO. OF EMPLOYEES

98,000

BUSINESS UNIT

NokiaEDU

MISSION

Provide remote training to customers, partners and employees around the world

CHALLENGE

NokiaEDU needed to provide remote access to virtual desktops and Nokia hardware to conduct remote training for thousands of students each month. Students often couldn't install a client, either for remote access or a VPN, on their local devices, which their prior solution required.

SOLUTION

NokiaEDU deployed Keeper Connection Manager, a broadly-deployed highly secure, zero-trust remote desktop platform. Keeper Connection Manager is clientless, so students need just a standard browser and login credentials to access lab resources remotely.

BENEFITS

End-users now have a simple, secure means to access desktops and hardware with strong performance. Further, the software's open architecture has made it easy to integrate additional systems for credentials automation and geo-redundancy.

The \$23 billion network infrastructure and consumer electronics giant, Nokia, conducts a great deal of training for its customers, partners and employees. NokiaEDU, its training organization, typically holds a few hundred training sessions every month, and each one has 10 students, on average, who are located across the globe.

Because the students are remote in most cases, NokiaEDU provides remote desktops for these sessions. This means admins must set up temporary remote desktop access credentials for thousands of students each month.

Many of these students are employees of telecommunications or utility companies, which have stringent security requirements. As a result, remote desktop systems that need a client on the end-users' devices pose serious challenges, since they don't have admin access to their own machines and won't be able to deploy a client without assistance from their IT department. And since VPN systems also typically require a client, this, too, proved a cumbersome and complex way to secure communications between students, desktop images in the cloud and on-prem Nokia hardware.

"With our previous solution, students couldn't install the client or they had problems with Java, which was sometimes also required," said Bart Rousseau, head of training lab operations and maintenance for Nokia. "We needed something that was clientless and easy for students to use. We discovered Keeper Connection Manager.

A Simpler, Higher Performing Solution

NokiaEDU is now using Keeper Connection Manager, which is now part of Keeper Security. Keeper Connection Manager is an agentless solution which simplifies remote connectivity while providing zero-trust security and ease of use.

For end-users, it could hardly be any simpler to access their remote lab desktops with Keeper Connection Manager. NokiaEDU supplies students with access credentials and a URL, so all they need to do is go to that URL via a standard browser and log in. End-users don't need to install anything on their local device, and Keeper Connection Manager uses SSL to create a secure, encrypted connection.

Performance has been excellent. Keeper Connection Manager uses sophisticated algorithms that take a holistic view of all updates to send to the end-user, analyzing the content of graphics and optimizing them in real-time.

"When we implemented Keeper Connection Manager, we had a great response from users," said Krzysztof Nowak, lab manager in Mobile Networks Service Labs. "In fact, it was better than we expected, especially since we were changing the way we did things."



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– Krzysztof Nowak, Lab Manager in Mobile Networks Service Labs at Nokia

The Many Benefits of an Open Architecture

Keeper Connection Manager's open architecture was also a major benefit to NokiaEDU. Not only did it reduce costs, but it also made it easy to integrate additional systems and applications with the remote desktop platform. Nokia was able to create clusters of exposed servers between Europe, APAC and the Americas to provide geo-redundancy and failover for students.

“The API and SQL database documentation was pretty perfect, and it's all standards based,” Nowak said. “That was important to us even beyond enabling geo-redundancy. For example, we created a script that automatically fetches a list of courses from our database, creates login credentials for the lab in Keeper Connection Manager and sends the required information to users via our email tool. It saves an enormous amount of time and would have been difficult, if not impossible, to do with a proprietary system.”

And when Nokia needed additional features developed to meet their specialized needs, Keeper Connection Manager delivered.

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Want to learn how Keeper Connection Manager can help your organization provide secure access to virtual servers, applications and desktops? Get in touch.

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* All references to Glyptodon Enterprise, as the product was called at the time the case study was written, have been updated to Keeper Connection Manager, which is the current name.