



## AGITAR: BOOSTING VPN WITH WATCHGUARD SOLUTIONS

MARCH 2006

### THE STORY

Agitar Software is a leading provider of enterprise developer testing solutions. The company improves software quality and lowers development costs for enterprises by helping developers actively test their own code, and ultimately improve the economics of in-house, outsourced and off-shored software projects. Agitar's products help developers deliver up to six times more new code per person-day, reduce the number of defects by up to 90 percent, and create software that is a flexible business asset.<sup>1</sup>

Although its corporate headquarters are in Mountain View, California, Agitar has a global sales and support team, with approximately 25 reps across four different countries. These reps service the thousands of end-users at Agitar's customers – including Fortune 1000 companies such as Avaya, Bear Stearns, Cisco, EDS, Fujitsu, GE Healthcare, Honeywell and Northrop-Grumman – and are often on the road visiting the various customer sites around the world.

While traveling, the sales and support reps need to log into Agitar's corporate network in order to access their wiki server and other internal corporate assets and applications, so require a secure, reliable solution to enable the VPN connection. Agitar had an IPSec solution in place, but was not happy with its performance.

“The IPSec solution was frustrating – not only for our reps who were constantly encountering problems when trying to connect to our corporate network, but also for our IT staff who would receive complaints and support calls at all hours of the night,” said Matt Evans, Sr. Engineering Services Director for Agitar Software. “We knew that we had to find an alternative solution, and find it quickly.”

### BUSINESS CHALLENGE

Agitar immediately conducted an exhaustive comparison between two competing SSL VPN solutions that came recommended, but neither seemed to fit all of the company's requirements.

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<sup>1</sup> *Agitar, 2006*

“After our initial comparison of SSL VPN solutions, we came away quite discouraged with the install and deployment problems from both vendors. The problems were in the range of annoyances to issues that would prevent us from using their products in our small but worldwide distributed technology company,” said Evans. “We were about to make a decision to go with one of the companies, but reluctantly so. Going back to an IPsec solution was even considered.”

## THE WATCHGUARD® SOLUTION

At the end of the evaluation period, Evans came across information about the WatchGuard® Firebox® SSL VPN in an industry magazine. Having had positive experiences with WatchGuard in the past, Evans decided to trial and ultimately install the Firebox SSL VPN.

“I had good experiences with WatchGuard products in the past, so we decided to hold off the decision and evaluate the Firebox SSL VPN. I’m so glad we did,” added Evans. “I have bought a lot of IT equipment in my career and without a doubt this is the best purchase ever. This box deploys simply, maintains easily and has worked nearly flawlessly since we have installed it.”

## RESULTS

Since deployment, the Firebox SSL VPN continues to fit the requirements of Agitar’s global sales and support team. Agitar’s Firebox SSL VPN is regularly accessed in 11 different countries and has been successfully used in over 20 countries with no connectivity issues. The company’s development team finds the always on capability of Firebox SSL and the remarkably fast connection to the corporate network from home extremely useful. Matt Evans and his IT team have been especially happy with the ease of use and how little end user support the solution requires in comparison with the company’s old IPsec solution.

“WatchGuard has satisfied all our requirements, and has done so at about a third of the price of the other vendors we were evaluating,” concluded Evans. “In the last two months I have had ZERO issues with VPN, instead of the approximately 10 a month we faced with our original IPsec solution. All in all, our end-users are happy, so we’re happy.”

The WatchGuard Firebox SSL VPN Gateway is designed for businesses that need to provide secure, always-on connectivity to applications and corporate resources for up to 205 concurrent remote users. It provides dependable, secure access from anywhere, anytime, with no complex reconfiguration, custom application connectors, or development work. Deployment and management are streamlined for the IT administrator, while users experience unmatched ease of use.

For more information about WatchGuard security solutions, visit us at [www.watchguard.com](http://www.watchguard.com), or contact your reseller.

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### ABOUT WATCHGUARD

Since 1996, WatchGuard Technologies has provided reliable, easy to manage security appliances to hundreds of thousands of businesses worldwide. Our Firebox X family of unified threat management (UTM) solutions provides the best combination of strong, reliable, multi-layered security with the best ease of use in its class. All products are backed by LiveSecurity® Service, a ground-breaking support and maintenance program. WatchGuard is a privately owned company, headquartered in Seattle, Washington, with offices throughout North America, Europe, Asia Pacific, and Latin America. For more information, please visit [www.watchguard.com](http://www.watchguard.com).

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