

## SUMMARY

### The Enterprise

TIAA Investment Systems, a division of TIAA-CREF

### The Challenge

Employees who worked remotely were required to use a VPN through a home computer or borrowed laptop. The VPN proved to be difficult to configure, expensive to support and, in the end, not very popular with employees. In addition, the cost of purchasing and maintaining laptops for the division's laptop pool was burdensome.

### The GoToMyPC Solution

While initially only a small number of employees began working remotely with GoToMyPC Corporate, the ease-of-use rapidly persuaded 90 percent of the division's employees to abandon the VPN and laptops. Employees now easily work remotely at any time without having to haul laptops through airports or configure a VPN client at home.

### The Results

The division reduces total cost of ownership (TCO) while extending secure remote access to a far greater number of employees. Because GoToMyPC Corporate improves productivity, reduces hardware costs and lowers administration costs, the division receives a rapid ROI. Security features such as RSA SecurID Integration ensure that the division is providing remote access to its employees in a manner that is consistent with the company's security policies.

## Financial Services

# TIAA Investment Systems Extends Secure Remote Access While Lowering Costs

The enthusiastic adoption of GoToMyPC Corporate took Harry Perrin by surprise. "I've been in this business a long time and I've never seen a product with such outstanding user acceptance," says Perrin, a second vice president at TIAA Investment Systems, a division of TIAA-CREF, one of the largest financial service providers in the world. Not only did employees rapidly embrace remote access with GoToMyPC Corporate, but Perrin's division also improved productivity, lowered support costs, met business-continuity goals and exceeded stringent company security standards. GoToMyPC Corporate was initially limited to a handful of users, but soon hundreds in Perrin's division were requesting to use it when working remotely. "The success of GoToMyPC Corporate is driven entirely by user demand," he says, "which has been tremendous."

Employees in TIAA Investment Systems require secure remote access for working at home and while traveling. In the past, the division offered a virtual private network (VPN) that was cumbersome, expensive to support and not very popular with users. "Two years ago we were wrestling with remote access," says Perrin. The division had hundreds of potential remote-access users, yet only a few were taking advantage of remote access. Then Perrin discovered GoToMyPC Corporate. "I saw a write-up about it in *The New York Times*," he recalls. "I signed up for a trial and it grew from there."

*"I've never seen a product with such outstanding user acceptance as GoToMyPC Corporate."*

Today, virtually all of the division's employees use GoToMyPC Corporate for secure remote access. "It really comes down to ease of use," says Perrin, noting that the previous VPN solution often required support from a network administrator: "We wound up providing help-desk support for people at home at strange hours – and that got a little onerous," he says. Configuring the VPN proved so cumbersome that employees were hesitant to try it. "They heard from other users how hard it was to install and get it working," Perrin explains. Employees now easily set up and use GoToMyPC Corporate within minutes. "GoToMyPC Corporate has tremendous penetration in our division because it's so easy to use," says Perrin. "Our users absolutely love it."

### Slash Laptop Purchases and Total Cost of Ownership

Before GoToMyPC Corporate, traveling employees would check out a shared laptop from the division's laptop pool. The laptops, however, proved inefficient and costly. "A reasonably configured laptop costs \$2,500 to \$3,000 and requires a lot of administration," says Perrin,

## KEY FEATURES AND BENEFITS

### Fast & Easy to Implement

GoToMyPC Corporate deploys rapidly and requires no additional training or support. Setup by users takes less than 2 minutes, and no client software installation is necessary. Ease of use and reduced administration provide low total cost of ownership.

### Highly Secure

GoToMyPC Corporate meets strong IT security standards. 128-bit AES (Advanced Encryption Standard) encryption protects data, while dual passwords, end-to-end user authentication, One-Time Passwords, host screen blanking and optional RSA SecurID Integration ensure data confidentiality. Expertcity is SiteSecure Certified.

### Robust Features

GoToMyPC Corporate provides File Transfer; Remote Printing and Guest Invite for collaboration. Viewers enable users to access their PCs from any Web browser with any operating system, including many wireless devices.

### Powerful Administration

Using the online Administration Center, administrators can rapidly deploy GoToMyPC Corporate and monitor their organizations' secure remote access. Administrators can further control remote-access usage by enforcing password policies, restricted hours of access and pre-authorization of host and client computers.

### Return on Investment

GoToMyPC Corporate increases productivity, reduces travel costs and enhances employee satisfaction through remote access. By working from home or other locations, employees increase productivity and save costs to generate a rapid ROI.

but with GoToMyPC Corporate, "our laptop usage has plummeted." The significant reduction in new laptop purchases (down from 30 laptops last year to only two new laptops this year) and related maintenance costs reduces the division's total cost of ownership (TCO) and saves it thousands of dollars annually.

## Broaden Remote-Access Availability without Increasing Administration

TIAA Investment Systems now extends remote access to ten times as many users compared with the VPN, yet keeps administration and support costs virtually the same. "Our administrators spent a fair amount of time troubleshooting the VPN," Perrin says. "GoToMyPC Corporate gives us easy-to-use remote access at a low cost, and it has certainly made our network administrators' lives easier."

In addition to reducing hardware and administration costs, TIAA Investment Systems strengthens the return on investment (ROI) of GoToMyPC Corporate through productivity improvements. "Employees are using GoToMyPC Corporate heavily," says Perrin. "There is a serious productivity benefit for the company." Employees can now work from home at times that are convenient for them. "Someone who might have stayed in the office until 8 P.M. working on a report can now use GoToMyPC Corporate to finish it at home," he says. "There's definitely a quality-of-life benefit with GoToMyPC Corporate."

## Exceed Tough Security Standards Demanded by Financial Services

At TIAA Investment Systems, security is paramount according to Perrin. "Because we offer financial services, we absolutely must utilize a secure solution when working remotely," he says. Perrin is confident using GoToMyPC Corporate because it exceeds the company's security requirements and financial industry standards. For example, GoToMyPC Corporate integrates with an existing RSA SecurID infrastructure to provide two-factor authentication. "We've had RSA SecurID for a long time, so integration is a big deal to us," he says. Other features, such as 128-bit AES encryption, further strengthen remote-access security in the division. "GoToMyPC Corporate's security goes beyond what our company and industry requires," Perrin says.

Because GoToMyPC Corporate is a managed service that enables employees to work from anywhere, it fits well with the company's business-continuity planning, a goal made all the more important because of the division's location in midtown Manhattan and the events of September 11. "Our goal is to diversify geographically, so we have people working at home now as part of our business-continuity strategy," Perrin explains. The bottom line for Perrin: "Our employees certainly enjoy their lives a lot better," he says. "If we took away GoToMyPC Corporate, I would have a riot on my hands."

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