gtsi.
One Mission. Yours.

Secure Network Attached Storage Solution Provides Protected Access to Shared Files and Documents for Federal Agency's 24 Branch Offices

Profile

INDUSTRY: Federal Government

Organization
Federal Agency with more than 120,000 employees

Challenge
Enable secure access to shared files at headquarters and 24 branch offices nationwide.

Solution
NETGEAR® ReadyNAS® NV+

Background

For 25 years, GTSI has provided technology products, professional services and IT infrastructure solutions to Federal, state and local governments. GTSI's extensive experience in enterprise computing, security, networking, and mobility technologies has established it as one of the federal government's go-to resources for networked solutions. When a large federal agency recently identified a requirement for network attached storage (NAS) solutions that would enable secure access to shared files in their headquarters and 24 branch offices nationwide, they called GTSI.

NETGEAR®
Connect with Innovation™

PROBLEM/OBJECTIVE

Provide Protected Access to Shared Files on Local Area Networks in Several Offices Nationwide

GTSI, which is under contract to provide networking support for a large federal agency with more than 120,000 employees (hereafter referred to as "the Agency"), is constantly upgrading the network to address frequent changes in security standards and to improve the performance of the network.

According to the GTSI Account Manager, the challenge of keeping the network infrastructure on pace with network demands is an ever-present concern. "With the Agency providing an increasing number of applications and interfaces for their customers online, the demands on their network are continuously growing."

To increase productivity and ensure the integrity and availability of digital files and documents, the Agency was in need of a network attached storage (NAS) solution, not only for deployment in its headquarters, but also its 24 field offices across the country.

One of the primary requirements of the storage solution was that it needed to support the NTLMv2 (NT LAN Manager Version 2) authentication protocol and SMB (Server Message Block) that would provide secure, protected access to shared files on the network. The Agency's existing NAS product did not support that critical capability.

SOLUTION

NETGEAR ReadyNAS NV+

According to the GTSI Account Manager, the Agency approached GTSI with this particular storage requirement due to the long-standing relationship which has established GTSI as a trusted advisor. "When they came to us, they had done their research and were well-informed about the storage options available to them," explained the GTSI Account Manager. "They pointed us in the direction of the NETGEAR ReadyNAS and wanted to work with us to determine if this was a viable solution for the high-security requirements of their environment."

To help sell the value of the NETGEAR solution, Joao Freitas, account manager at NETGEAR, was placed in direct communication with the network administrator at the Agency. Working together with GTSI, the NETGEAR sales and engineering teams were able to demonstrate that the ReadyNAS NV+ was able to deliver the performance, security and value that made it an ideal storage solution for the customer.

"The existing NAS solution that the Agency was using did not offer support for the restricted access delivered through NTLMv2 and SMB," Frietas explained. "That capability, in addition to overall performance and our five-year warranty were keys to closing this deal. In today's security-conscious business environments, these features are becoming increasingly important and we're seeing growing adoption of our ReadyNAS products by an increasing number of companies and organizations that need to store, share and protect mission critical data."

To protect against SMB session hijacking, the NETGEAR technical and engineering support worked closely with the Agency by building a patch for the ReadyNAS that would enable the product to support the Agency's implementation of packet authentication in addition to NTLMv2.

RESULT

ReadyNAS is deployed in 24 Locations and Becomes the Storage Solution of Choice

Having successfully assisted the Agency with the deployment of the NETGEAR ReadyNAS NV+ devices in 24 of the Agency's offices nationwide, GTSI expressed their appreciation for the level and quality of support provided by the NETGEAR sales and engineering teams.

"Beyond the end-user, the requisitioner and the procurement team, there is another layer of people that make these deliveries a success," stated the GTSI Account Manager. "NETGEAR, GTSI and the distributor were involved. I was pleased with how well everyone worked together. Once the Agency awarded us the purchase order, we were able to quickly communicate and get the product out to the customer in a timely manner."

The GTSI Account Manager was particularly appreciative of the NETGEAR effort. "I wish every deal had such a tight partnership and team behind it," she explained. "These are the opportunities that are fun to win because we did it as a team. Now when I hear a customer is in need of a NAS solution, I'd be inclined to pick up the phone and call NETGEAR to see if there is a solution they can provide. This speaks to the technology that NETGEAR provides and the support that I know the customer would get, both pre-sale and post-sale."

NETGEAR®
Connect with Innovation™