

AscenLink[®] Helps Government Organization with e-Business Transition and Solutions to Public Services

● Company Background

It is ideal for a modern government organization to have a central system which enforces service flows and operation policies via an electronic network. Not only does such a system improve the efficiency of the administration, but public notifications can also be spread via various types of services, establishing the government's reputation as an effective organization.

A government which is e-business-ready is often regarded as one which is also updated with the current society. The network is the most important factor in the e-business transition of an administration. Setting up a non-stop network offering services 24 hours a day, 7 days a week will be the main task. AscenLink, the intelligent network provider, is the number one choice for this project because its features will ease the transition for this government organization.

The government agencies in this project includes various workers and IT employees from several prefectures and cities who are involved in areas such as administrative work, water works, hydro billing, online payments and services, and other public services. With a goal of offering non-stop electronic services, the agency has also set the following goals:

- 1 Maximize Bandwidth Usage
- 2 Non-stop Service
- 3 Ability to Allocate Network Resources Based on Service Types
- 4 Ability to Allocate Network Resources Based on Position and Duties

To achieve the above goals, the organization established three WAN connections: a 512K bi-directional ISDN, and two 2M/512K ADSL lines. These three connections were joined together using one AscenLink 610 machine to build a network environment.

● Challenges

Challenge 1

The agency already has an electronic file system, which is heavily used by officials in Taiwan and abroad to transfer important documents. But due to ineffective bandwidth management, important messages were often delayed.



Challenge 2

The agency has built a WEB Server to be used for public online services as well as broadcasts of any events, restrictions and services. The public is able to file questions, applications and complaints via emails using this server. However, users experience frequent delays and disconnections with the current system, as a result, the use of the services is not maximized.

Challenge 3

The public is able to file questions, applications and complaints via email, but the current system is not completely secure. Therefore, the agency hopes to improve mail server's security policies and provide the public with a safe email system.

Challenge 4

Since the current system has been in use for many years, a smooth integration with the new system will be a major challenge.

● Solution

Why Ascenlink®?

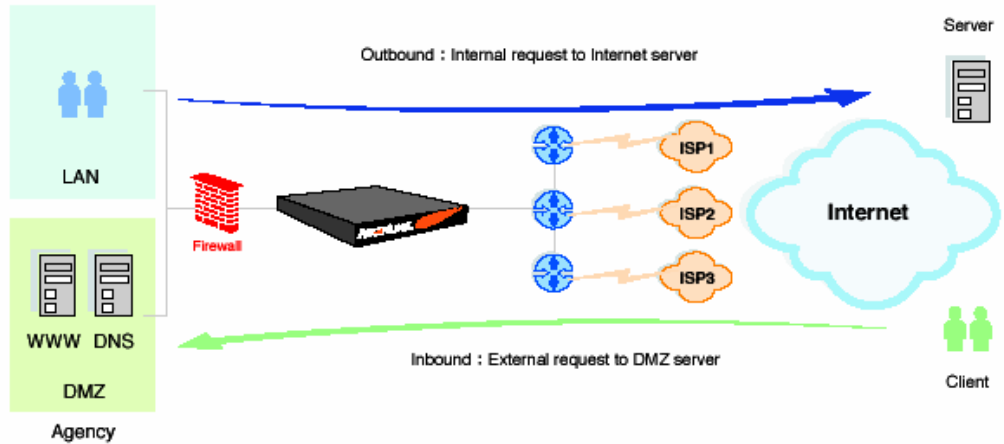
After weighing all of its options, the agency chose AscenLink because of the following:

- 1 AscenLink's bandwidth management can allocate bandwidth based on user groups and service types. This feature can help maximize the bandwidth and avoid delays of important documents.
- 2 AscenLink's multihoming feature combines three ISP connections can ensures non-stop service all year round. It also provides failover and fail-back functions. Multihoming can automatically alternate its DNS information depending on the status of ISP connections, to guarantee the public's connection to the WEB Server is always on.
- 3 To prevent hackers from attacking the mail server, AscenLink's VPN function protects the mail server in the network with private IPs, with features such as Stateful Inspection and firewall to enforce security policies. Therefore, the system will provide secure and reliable services to the public.
- 4 AscenLink's flexibility and usability means an easy setup process for the new system without needing extra hardware. Like a router, it examines data from TCP/IP layer 4 and above, and contains built-in firewall and other features. Thus, the overall integration process should not require too much effort.

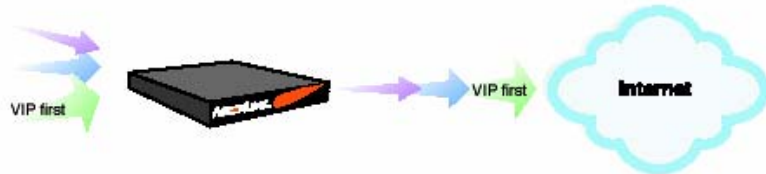


Solution

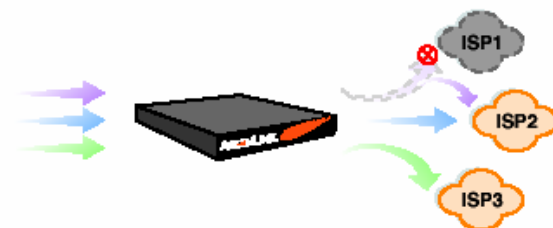
For an organization which is keen on setting up an e-business infrastructure in order to provide convenient services to the public, AscenLink offers the following solutions:



1. AscenLink can specify the bandwidth usage of specific user groups and internet services, and assign different priorities so that the network can easily manage the bandwidth usage. In the old system, the IT department often added extra ISP connections to meet the increasing bandwidth needs. But after using AscenLink, the IT employees are able to assign priorities to documents and assign bandwidth to different user groups, such that the most important data can be transmitted without any delays.



2. AscenLink effectively integrates dial up and ADSL connections to form the backbone of a low-cost network. Backup lines can also be assigned to maximize the reliability of the network. This also eliminates the cost of adding extra ISP connections, and offer flow analysis and bandwidth management policies, increasing the bandwidth efficiency. The performance of the organization is also enhanced and transmission of important documents will never be delayed again.
3. The Web Server provides non-stop external services using the fault-tolerance function in AscenLink's Multihoming feature.



4. The agency can enhance security measures in its mail server with AscenLink's VPN and firewall features.



● Return on Investment

After using AscenLink as its tool for launching E-business services, the agency has experiences the following return on their investment:

1. By using AscenLink's flow analysis and bandwidth management tools, it has been found that the agency's broadcast and usage of internet services has reduced the need for customer representatives. The unofficial estimate is a 30% reduction in such type of position.
2. The reliability of the network has encouraged many people to file applications directly over the internet, which saves an estimated 50% of their time. A task that once took an hour to complete can now be done in 30 minutes if the person first applies on the internet and then bring in the materials to the agency. This saves everyone's time and reduces the cost of operation dramatically.
3. Network administrator no longer sees adding extra ISP connections as the only solution to solve the bandwidth problem, because they can effectively use the current bandwidth by maximizing the bandwidth usage. The overall performance of network management is enhanced and statistical analysis is also provided for the administrator. AscenLink integrates multiple ISP connections to increase the stability of the network. The risk of a failed connection significantly decreased after using AscenLink, and the reliability has increased dramatically, earning the trust of the clients.
4. The government stresses the importance of efficiency, which is achieved by providing E-business services. The cost of operation is lowered while the network is reliable, and the cost of maintenance is also reduced. At the same time, everyday citizens can experience the efficiency of the new system, which builds on to the excellent reputation of the government.