

# DrayTek

## Solution Case Study

Product : DrayTek Vigor 2820 Router  
Client : Quarriers  
Partner : Misco, Greenock  
Project : Local Office Secure VPNs



Quarriers  
[www.quarriers.org.uk](http://www.quarriers.org.uk)

MISCO  
[www.misco.co.uk](http://www.misco.co.uk)

*"Since we installed the DrayTek routers we have been very impressed by the reliability and capability of the product. All of our requirements were met and we'll soon benefit from free telephone calls from the remote locations to head office using the VoIP capability in the product."*

**Paddi Rooney, IT Support  
Quarriers**

### About the Client

Quarriers is a registered charity delivering a diverse range of care services in Scotland to individuals affected by physical, mental or emotional problems. Their highly trained professional staff deliver services to over 100 projects in the region.

### The Requirements

Quarriers deliver their services throughout the community at a range of locations such as private homes, care homes, hospitals and health centres. The staff working at these locations need regular access to the Quarriers central computer system at their head office in Bridge of Weir, to access e-mail, office applications and their document sharing system.

The key applications are delivered using a Citrix server with "thin client" software on all of the remote workstations. The following key requirements were identified:

- I Connecting all staff to the HQ systems using thin clients
- I Providing a secure WiFi network at each remote location for ease of access from laptops.
- I Virtual Private Network (VPN) from each remote site to head office providing a secure tunnel across the Internet.
- I Controlled access to the Internet for all staff and clients to ensure that only appropriate web sites may be visited and sites which waste time or bandwidth are blocked.
- I Quality of Service (QoS) features to ensure high performance of critical applications.
- I Simplicity in set up and robust once deployed

### The Solution

Network specialists at Misco identified the DrayTek Vigor 2820Vn router as offering all of the features required for this project.

The Vigor 2820Vn runs the secure VPN connections back to the head office allowing multiple users at each remote site access to the head office systems. IT staff at head office are able to access each remote router as well as the computer systems attached to them.

Using the Vigor 2820Vn Quarriers were also able to provide a Wi-Fi at each location so that wireless PCs had the same connectivity, protected with strong WPA2 wireless encryption.

Quarriers also wanted to maximise their staff productivity, as Paddy explains:

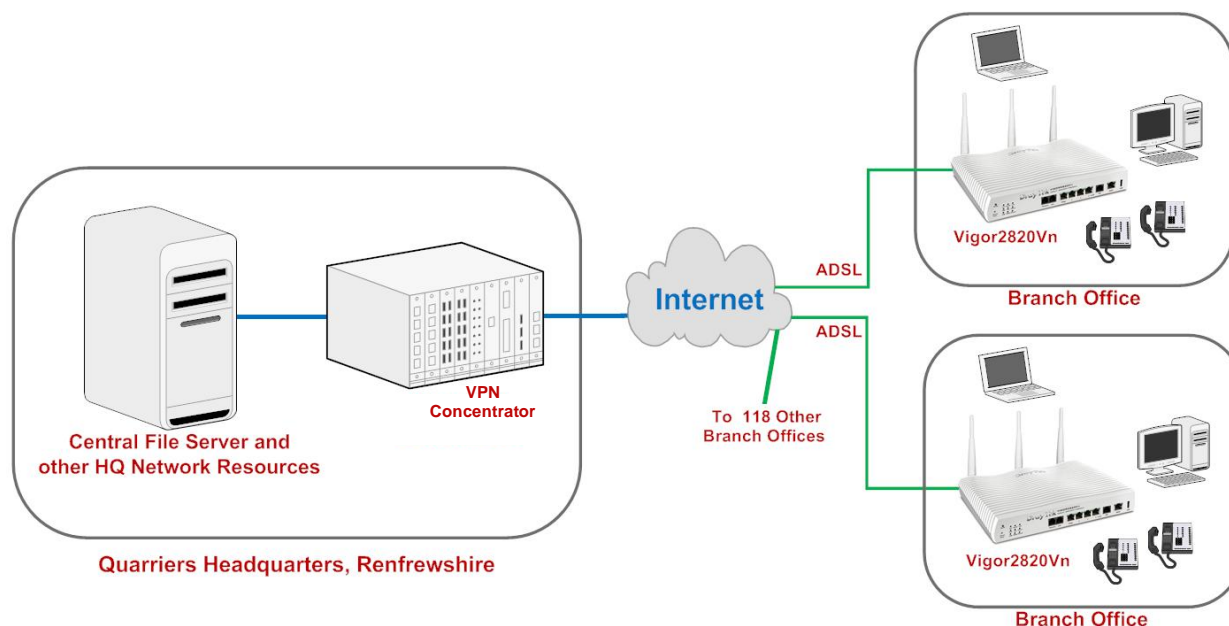
*"We really like the Content Security Management features on the DrayTek routers which allow us to control what type of web sites our staff can access. We trust them of course but want to ensure the broadband connection is used exclusively for business and not for data-intensive applications like media streaming etc".*

Productivity is further enhanced with the ability to prioritise the Citrix applications over the VPN using the QoS features, providing best possible performance for the critical applications.

In the future, Quarriers will implement a VoIP telephone system at HQ which, with the VoIP capability on the router will enable them to make free telephone calls between offices.

***"If you're buying a router for business, it's an obvious choice". PC Pro Magazine***

## Quarriers - Network Topology (Simplified)



Quarriers' HQ in Renfrewshire is home to their central resources and file servers. It was equipped with a Cisco VPN concentrator already. For each of the 120 branch offices, an ADSL line was installed with a DrayTek Vigor 2820Vn router. The Vigor 2820Vn provides the VPN tunnels back to the HQ as well as regular Internet access, web content filtering and firewall features. The built-in WiFi access point also provides wireless access to laptops or other Wireless devices in the offices; these can be isolated from the VPN and LAN in order to preserve security. The Vigor 2820Vn also has two phone ports for VoIP which Quarriers intend to use in Phase 2 so that free calls can be made between all of the offices. The phone ports are the equivalent of having two extra phone lines, but without any line rental.

### About DrayTek Corp.

DrayTek Corp. was established in 1997 with a mission to design and build premium networking products to help business make their most of the online connectivity. DrayTek's product lines range from enterprise-level firewall Security, VPN facilities for teleworking and branch-linking, versatile xDSL CPE, Switching, Voice-over-IP and wireless solutions:

- I Complete range of WAN Security/Routing products
- I Headquarters, Taipei, Taiwan, ROC
- I Specialising in innovative networking products
- I Worldwide Distribution and offices
- I Listed on Taiwanese Stock Exchange 2004
- I 180 employees worldwide, 45% R&D
- I ISO 9001 Certified



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