



CASE STUDY

## Colourfast Group Full-Service Copy Shop Relies on Secure and Affordable Remote-Access Solution

### THE CHALLENGE:

As an editor who produces newsletters for an audience composed of a chain of national copy shops, Peter Foulkes of the Brighton-based Colourfast Group faced a frustrating problem with his email that wouldn't allow him to take a day off.

Like most of us, he has a problem with spam – not just filtering out the usual offers of rather 'interesting' drug and investment opportunities, but also separating the 'junk' that deluges small businesses with a big Web presence from the genuine jobs from new customers – something he can't trust a spam filter to do. In fact, Foulkes was going into the office every morning, even when he didn't have to be there for the rest of the day, just to go through his email and pass jobs on to his team.

Foulkes first came across the potential of Citrix® GoToMyPC® when his brother, also a publisher, was visiting the office. 'He asked if he could use one of our workstations,' Foulkes explains, 'and all of a sudden, rather than looking at the Colourfast desktop, he was accessing his own work desktop as if he was at his office in Newhaven, fourteen miles away, without leaving the room.'

Foulkes' brother explained that he was using GoToMyPC, which gave him fast and easy access to his own email, files and applications – everything he used at his own desktop. 'It was a revelation to me,' says Foulkes. 'I had no idea such technology existed. Seeing my brother being able to work remotely in that way was very impressive.'

### GoToMyPC MAKES WORKING AWAY FROM WORK POSSIBLE

Foulkes decided to investigate what GoToMyPC could do for him. 'The main problem I wanted to solve was to avoid coming to work just to filter the jobs from the junk in my inbox,' Foulkes said. 'I'd tried using Webmail, but as it's not set up with my Outlook "rules," forwarding on mails and maintaining a professional approach was difficult. Plus, there are times when you want more than just remote email – you need remote access to a variety of applications to be able to work effectively.'

'Software delivered like this – as a service – is great for a small business like mine that needs the latest upgrades at the right price.'

PETER FOULKES  
EDITOR  
COLOURFAST GROUP

### Key Benefits

- Access your PC from any Web browser on any operating system at any time.
- Automatic setup: Ready to go in minutes, even for novice users.
- File Transfer enables you to get access to your files at any time from anywhere.
- Invite a second person to temporarily view or share control of your PC — great for tech support, demos or 'conference' viewing of info.
- Print documents to any printer wherever you happen to be – there's no need for the application that created the document to be installed on the client computer.
- Simplify the transfer of content between desktops by cutting, copying and pasting text between computers.
- Maximum security: All data is protected with AES encryption using 128-bit keys. Dual passwords, end-to-end user authentication and optional One-Time Passwords add additional security.

After Foulkes saw the remote-access capabilities of GoToMyPC, he decided to try it to access his work PC from home — and was stunned by the result. ‘I could work exactly as I could at my desk,’ he explains. ‘I forwarded jobs to the right people, deleted the junk and saved items in the right place on our system to record that work is being done.’ Now that Foulkes can get the job done from his living room, he reports that he can ‘finally have a proper day off.’

#### A SECURE SOLUTION GIVES PEACE OF MIND

Using GoToMyPC, Foulkes particularly liked the fact that he had control over the solution and that it is completely secure. ‘The security of GoToMyPC is one of its biggest advantages,’ says Foulkes. ‘I don’t have to give anyone else the keys to my office or get them to check my email. The connection is secure, too, so there are no worries about viruses getting into the system or the threat of leaking sensitive data.’

GoToMyPC is a unique Web-based technology that works with an organisation’s existing firewall and Internet infrastructure. Users do not have to change or open ports, configure IP addresses or deploy any hardware or software, making it as easy to use as sending an email. All the data is securely encrypted. And GoToMyPC works over the user’s existing Internet connection. Foulkes uses GoToMyPC over his regular broadband connection.

Not only can Foulkes now work from home, but he can also work ‘on location’ – accessing his own files and email from client sites or even when on holiday. Now he has no fears of arriving at a client’s office only to discover that he doesn’t have the files needed to show a project or page from the magazine – he can easily access his files from wherever he is via

GoToMyPC. ‘When you’ve got a small team and customers who are widely spread, with the added factor of working with big, complex files for copy jobs and the magazine,’ he says, ‘being able to work from wherever you are makes a huge difference.’

#### USING HOSTED SOFTWARE SAVES MONEY

In terms of cost, GoToMyPC was an easy choice for Foulkes because it is a hosted service with a monthly fee. Rather than having to download large software applications to his PC, Foulkes simply registered, set up his account and then downloaded a small programme on his work PC. The programme runs as a service and waits for a connection request. When Foulkes logs in to his account from any Web browser on any computer he happens to be working from — be it his home PC, a laptop connecting wirelessly at an airport, an Internet café or a customer’s workstation — the programme prompts him for his access code before completing the request. Foulkes’ own desktop then appears on screen, and he can work as if he were sitting at his office PC.

The advantages of GoToMyPC were clear to Foulkes: ‘I’m fed up with buying off the shelf software – often at a cost of several hundred pounds – only to find out that weeks later it’s gone out of date and has become “freeware”.’ Foulkes wanted a solution that would stay up-to-date, so the monthly subscription available with GoToMyPC appealed to him. ‘I feel confident that I’m getting the best service and that it is totally future-proof,’ explains Foulkes. ‘Software delivered like this – as a service – is great for a small business like mine that needs the latest upgrades at the right price. We are saving time and money every day.’

## Citrix Online

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