When connecting overseas staff is a real pain

About the business

The client is a leading car share and rental platform with a wide network covering the Australian eastern coast.

They also have a major point of presence overseas, stationing operations staff as well as a liaison office.

Business Challenges

The client has been struggling to connect their overseas staff back into their main office in Australia. Previously they used Virtual Private Network (VPN) solutions to set up direct links, but that has proved too difficult. The VPN links were very unstable due to overseas regulatory controls. The client could never know for sure when their VPN connection would be severed.

> *For a comparison between VPN and RDP, check out this expert talk article. (link to Expert Talk)*

So instead, they opted for a remote desktop protocol (RDP) solution. That however also had its fair share of challenges. The RDP solution they initially used required an installation of applications on both the host (main office) and the user (overseas office) machines. Each time when setting up a connection, their main office staff had to be present in order to 'accept' the remote connection request. It was such a hassle to begin with.

Now here is the main problem: different time zones. It was simply impossible to have daily 'early starts' or 'late finishes' on both ends, but if they didn't do it, they would lose precious working hours from their overseas staff. The client desperately needed a solution that could allow their overseas office to 'self-service' when connecting into their main office.

Solution

The client trialled MoxyViewer and immediately appreciated the convenience.

- **No client software needed.** Unlike traditional RDP solutions which typically require software installation on both the host and the client (user) machine, MoxyViewer only needs to be installed on the host machine. The client machine could connect simply via an Internet browser. This means virtually no IT support is needed in the overseas office.

- **Connection invitation is managed via a link.** Staff in the main office could generate an invitation link and send it conveniently via emails or other collaboration tools. Once the link is sent, they no longer need to physically be there. The rest is all self-serviced by the remote staff.

- **Enhanced security.** A pre-determined connection duration could be set for each and every invitation. Real-time monitoring of user connection status allows for easy detection of any questionable activities.
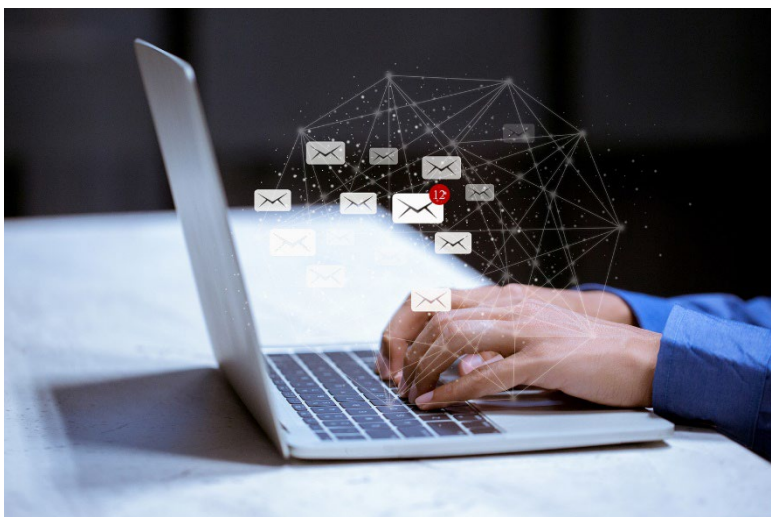
Return on Investment

For the client, the biggest ROI is making the impossible possible. All staff hours have now been fully utilised without any need for overtime on any side. The client gave a rough calculation of about 15 additional working hours gained per overseas staff per week.

Estimated Project Cost

MoxyViewer is a free solution.