Cimber Aviation Group Case Study

Danish Airline uses G/On for reliable flexible connectivity

Busy Cimber Aviation Group chose G/On to secure remote access for staff working from home.

"We are very pleased with G/On. It is extremely flexible and easy to work with."
Maja Rigelsen, CTO at Cimber Aviation Group.

Based in the south of Denmark, Cimber Aviation Group maintains a busy schedule of over 480 departures per week on 12 routes to domestic and European destinations. During 2004-05 the airline welcomed over 860,000 passengers onboard their aircraft and delivered them safely to their destinations with an impressive record for punctuality and regularity.

The airline industry is a competitive one with no margin for error, both technically or financially. Therefore as CTO for Cimber Aviation Group, Maja Rigelsen appreciates the need for practical solutions with a sensible price tag that users can rely on to do their work efficiently.

Up until 2006, all of Cimber Aviation Group's remote connectivity needs were handled via a MPLS VPN network. However, after receiving an increasing number of requests from the companies employees for a solution that would let them work from home, she started looking for an Internet-based alternative.

"Citrix was one of the products I looked at. But eventually we decided it was too expensive and would have been a much bigger project to implement," recalls Maja Rigelsen.

Instead she recommended Cimber Aviation Group invest in a G/On solution from Giritech.

"We chose G/On because we wanted a solution that didn't need a lot of time and resources to implement. The consultants we used confirmed that G/On was an easy solution to get up and running, plus that it could meet our security requirements."

Quick, simple roll out

The system was installed in February and quickly rolled out to users in different areas of the company, including department leaders, salespeople and reservation bookers.

Most of the G/On users at Cimber Aviation Group have been issued with the G/On USB version so they can connect from their home PCs, while a small group use G/On Desktop installed on a laptop provided by the company.

“All our G/On users log in via a Remote Desktop connection to either a Microsoft Terminal server or their local work PC,” says Maja. “The type of connection they get depends on what they need to use, as some of our systems can’t be accessed via Terminal Server. G/On makes it easy to give users access to precisely the type of connection they need.”

Occasionally traveling employees have problems connecting if the right port on the customer’s firewall hasn’t been opened.

“But this can be easily solved if the customer has an ordinary internet connection that our employee can loan,” Maja points out.

Maja is personally involved with the day to day administration of the system but says she uses very little time on it.

“G/On requires very little training. In fact it is incredibly simply to use – and with so many other urgent IT projects that require attention, that’s a big relief.”