Guest Connect™

Secure Guest Access for Visitors, Partners, and Contractors

Summary

Avenda's guest access solution provides a simplified way for any organization to offer secure network access to visitors, customers, contractors, and partners.

Unique Benefits:

- Support for laptops and smartphone wireless devices

- Quickly create bulk login accounts for conferences, seminars, and special events

- Easily assign guest access priviliges to specific network resources

- Track user access via payment and promotional codes

- Offer sponsor and self registration to offload IT team from user account creation process

As wireless networks grow in popularity, organizations have recognized the need to provide network access to people visiting their offices or campuses, without diminishing the security of their internal networks. With this popularity have come a host of adminstrative burdens related to user account creation and expiration, proper access to network resources, and meeting security and compliance demands.

By default, guest access has meant being subjected to an ever-changing visitor base that is typically unknown to the IT teams. For instance, guests may include customers, visitors, partners, consultants, service personnel, and conference attendees. The lack of a completely contained guest solution will often require adhoc interruptions in order to create temporary identity store entries, to verify the status and health of endpoints, and to handle any helpdesk issues once the guest arrives.

Avenda advantages:

- Complete Solution – To streamline guest access management, GuestConnect includes all necessary account creation, management and reporting components
- Sponsor Level Administration – To save time, IT teams can permit department heads, office administrators, and trusted staff to create user specific login credentials
- Role-based Access – To protect network resources, user accounts provide differentiated network privileges per identity and role, access method, endpoint type, location, etc.

Key Features

- Pre-configured templates for wireless and wired access services
- Easy to configure role-based policies
- Support for multiple sponsor acounts
- Sponsor-specific captive portals
- Built-in local store for short-term account management
- Authenticates against AD, SQL, and other stores
- SMS and email notification of user credentials
- Optional Windows, Linux and Mac OS X health checks
- Policy verification and troubleshooting tools
- Compliance reports and logging
- RADIUS server included
- Available API

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Sponsor Managed Registration

GuestConnect provides the ability to easily assign individual or batch user accounts to approved access sponsors. Site specific captive portals can also be used to contain users to department or event specific access. A built-in identity store eliminates the need of having to manipulate central and distributed active directory or LDAP stores.

Receptionists, department heads, office administrators and other trusted staff can be given permissions to assign account rights based on their role, location, and security standing. For example, a receptionist may only need the ability to provide Internet access while a department administrator can grant access to internal resources and labs as well.

Role-based Access

To minimize access to network resources, policies can be created to differentiate a user's privileges on wireless and wired networks.

Customizable guest portals can also be used to easily associate a user to a sponsor's specific area of the network.

A Positive User Experience

GuestConnect not only helps streamline IT's involvement, but offers visitors with a painless experience login experience. Email and SMS features provide the ability to send login, password, and guest portal information prior to a visit.

Optional real-time endpoint health checks also enable visitors to verify the integrity of their devices prior to accessing production networks.

Conclusion

For many organizations, guest access is the starting point for identity-based network security, differentiated access, and 802.1X authentication and authorization. GuestConnect offers a standards based solution that easily integrates with Avenda's enterprise class eTIPS policy platform.

Illustration 1: Customizable sponsor provisioning roles and privileges

Illustration 2: Easily customize guest portals per sponsor, department, location, etc

Next Steps

Contact Avenda to learn more about GuestConnect, network identity management and access control or to schedule a product demonstration.

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