CLOUD OR VPN?

SHIFTING TO A REMOTE CALL CENTER

If you are moving your agents to a remote/work from home model, you must consider how they will safely and securely access the applications they need to do their jobs.

There are really two options for connecting your users: a Virtual Private Network (VPN); or the Cloud. At VanillaSoft, we believe that Cloud solutions offer the best and most affordable means to enable remote access to business systems.

VPNS AT A GLANCE

COMPARED TO CLOUD SYSTEMS, VPN CONNECTIONS TYPICALLY:

- ADD COMPLEXITY
- REQUIRE MORE TRAINING FOR USERS AND IT
- SLOW YOUR NETWORK
- ARE DIFFICULT TO SCALE
- ARE ONLY AS SECURE AS THE CAPABILITIES OF YOUR IT TEAM
- REQUIRE MORE OVERSIGHT FROM IT
- REQUIRE MORE USER SUPPORT
- HAVE ADDITIONAL SOFTWARE EXPENSES
- ARE NOT STAFFED AND MONITORED 24x7x365
- ARE NOT BACKED-UP AS FREQUENTLY
- DO NOT HAVE FAILOVER SERVERS AND BACKUP DATA STORED IN GEOGRAPHICALLY DIVERSE LOCATIONS

SO, WHAT ARE THE DIFFERENCES BETWEEN A VPN AND THE CLOUD?

	Cloud	VPN
CONNECTION	Remote users connect to your business software in a Cloud server (shared or "multi-tenant" resources) using a browser.	Remote users connect directly to the organization's servers (private or "single tenant" resources) just as if they were in the office.
SOFTWARE	Browser-based, so no additional software is required.	Requires that special VPN software be installed on the remote computer in order to connect.
SECURITY	Information is protected on the remote users' computer, as well as while in transit through end-to-end encryption.	The VPN software encrypts the transmission of data and can control what the user has access to on the network, helping to ensure both data and systems are safe.

These solutions might seem fairly similar at first glance, and it may seem as though simply extending your network to remote workers via VPN is the easiest and most cost-effective solution. But, as usual, the devil is in the details.

LET'S HAVE A CLOSER LOOK...

	VANILLASOFT CLOUD	**VPN**
INITIAL SETUP The initial setup of a VPN requires additional software, resources, and training.	Initial connection setup requires: › No new software/licenses › No adjustment to your internal network › Users to simply login via browser	Initial connection setup requires: › VPN software and installation on remote computers › IT/Staff training on how to administer and use VPN software › Assessment of the impact of VPN on network infrastructure › Assessment of the impact on network traffic and speeds › Definition and configuration of VPN access rights

more comparisons on next page ☞

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LET'S HAVE A CLOSER LOOK (cont.)

	VANILLASOFT CLOUD	VPN

DATA IN TRANSIT SECURITY

When it comes to data security for information being shared between the remote workers and the business application, both VanillaSoft's Cloud and any reputable VPN solution are equally secure. If a VPN has any advantage here, it is that it could be configured to restrict what applications and websites users can access while they are connected to the VPN.

VanillaSoft Cloud:
- End-to-end 2048-bit encryption of all data in motion
- AES 256 encryption for data at rest

VPN:
- Secure, encrypted transmission
- VPN can restrict the device being used from:
  - Running other applications
  - Accessing network locations
  - Visiting unsanctioned websites

DATA AT REST AND SERVER SECURITY

Data at rest is only as secure as the servers where it resides. Is your network secure with all up-to-date fixes, and monitored 24x7x365 by a team of dedicated data security professionals? VanillaSoft's Cloud is.

VanillaSoft Cloud:
- SOC 2 Type 2 compliant
- Secure data center
  - Google Cloud Platform security ISO27001, ISO27017, ISO27018, SOC 1/2/3, PCI DSS, CSA STAR, FREPA, COPPA
  - Data-center 24HR security
- VanillaSoft undergoes annual third-party penetration testing in accordance with:
  - ESECOM's Open Source Security Testing Methodology Manual (OSSTMM)
  - ISO 27001
  - Open Web Application Security Project (OWASP)

VPN:
- Depends on who controls the server and what security software and protocols they have implemented.
  - Physical server access
  - Server software status
  - Security systems
  - Staff availability and response times

ABILITY TO SCALE

Congratulations! Your outreach campaigns are having great success and you are collecting more names, generating more opportunities, and you are growing your workforce. How will more data, more users, and more traffic impact your digital systems? With Cloud hosted software, scaling is quick, simple, and painless.

VanillaSoft Cloud:
- Add user connections, storage, and CPU processing in minutes
- Real-time load balancing of users across geographically diverse servers
- All at no additional cost

VPN:
- Limited ability to immediately add more users, storage, and/or processing
- More users translates into slower connections
- Upgrades require more
  - licenses
  - money
  - approvals
  - time

RELIABILITY

How long can you go without access to critical business systems before significant damage is done to your campaigns? Reliability is the greatest strength of the Cloud.

VanillaSoft Cloud:
- 24 x 7 x 365 maintenance by Google server and security experts
- Service interruptions due to technical, hardware, power, or environmental issues can be quickly remedied by automatically switching to an alternate data center

VPN:
- Server maintained by corporate IT during business hours
  - Corporate IT does not have the comparable resources or dedicated expertise of a major cloud service provider
- Are failover servers:
  - Available?
  - In different geographical locations?
  - Have IT staff who have the necessary training and experience?

LET'S HAVE A CLOSER LOOK (cont.)

	VANILLASOFT CLOUD	VPN

DISASTER RECOVERY AND DATA LOSS PREVENTION

Without your CRM data, your ability to generate revenue comes to a screeching stop. How secure is your contact database?

VANILLASOFT CLOUD
- Secondary servers can be brought online quickly
- Backup data is immediately available
- Regularly scheduled full backups
- Differential backups every 3 minutes
- Data recovery in minutes
- Backups are stored in secure, multi-regional buckets
- Minimal interruption

VPN
- Backup servers managed by corporate IT
  - Is staff available when disaster strikes overnight or on weekends?
- Are the backup server and data available and reliable?
  - How often are backups done?
  - Are backups located off-site?
  - How quickly can backup servers be brought online?
  - Is IT trained in disaster recovery?
- With backups the responsibility of corporate IT:
  - What is the backup frequency?
  - What is the backup retrieval time?
  - What is the backup security?
  - Backups could be compromised if all kept at the same location

Even if you feel the connection may be slightly more secure, when you consider the full scope of VPN, how much are you giving up elsewhere?

And we haven't really talked about deployment to your remote users.

Setting up a VPN connection can be quite difficult for the average user, requiring your IT team to provide a great deal of support to users trying to connect. For example, users with Macs connecting to applications running on Windows will need to install and setup the VPN software, install and setup a virtual machine, and finally install and setup Windows (not to mention any Windows applications that may be necessary). In addition to the drain on your IT resources, you will also need to find budget for the additional software licenses.

Compare that with connecting to a Cloud service like VanillaSoft, where "setup" consists of navigating to the login page in a browser window and entering your username and password.

The World Trusts the Cloud

YOUR CRITICAL CRM DATA BELONGS IN THE CLOUD
IT BELONGS IN VANILLASOFT.

The Cloud is not new. It is an established and proven technology being adopted by organizations across industries because – compared to VPN – it is:

FASTER	MORE SECURE	LESS EXPENSIVE	EASIER FOR IT AND USERS	EXTREMELY FLEXIBLE

But perhaps even more important for your critical CRM data – the Cloud offers far superior application uptime, data backup, and recovery capabilities.

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