# Pulse Secure®

# "IN CASE OF EMERGENCY" (ICE) LICENSE OPTION

## Enabling Business Continuity with Remote Access

## Product Overview

Pulse Secure ICE license option provides a quick resolution when the unexpected happens, delivering the ability to handle extreme peak demands and to support continued business operations. The ICE license option is applied to the Pulse Secure PSA Series appliances.

ICE enables a company to maintain productivity, sustain partnerships and deliver continued services to customers, even when disaster strikes. ICE enables federal departments and agencies, state and local governments to meet compliance objectives for ensuring continuity of operations in the event of a disaster or pandemic event.

## Product Description

SSL VPNs can help keep organizations and businesses functional by connecting people — even during the most unpredictable circumstances. When hurricanes, terrorist attacks, transportation strikes, pandemics, virus outbreaks or other potentially catastrophic events occur, they can result in the quarantine or isolation of entire regions or groups of people for an extended period of time. Through the ICE license option, organizations can instantly address a dramatic peak in demand for remote access in cases of emergency by supporting additional users on physical and virtual Pulse Secure PSA Series appliances.

It allows using the maximum capacity of the underlying hardware for a temporary period.
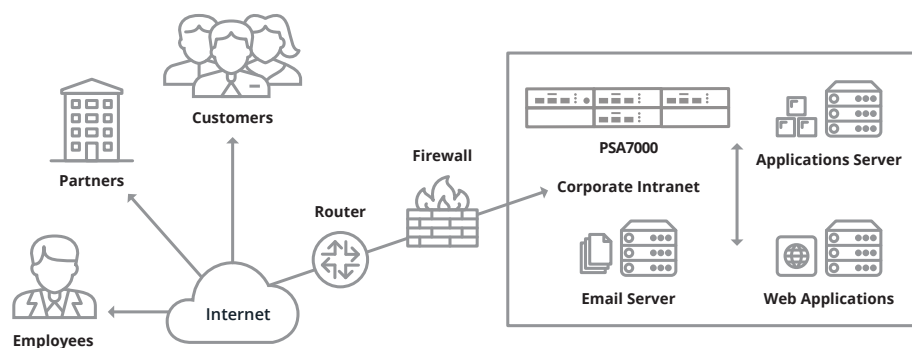


Unplanned events that could impact business continuity:
Hurricane, snowstorm, strike, virus outbreak, terrorist attack

Figure 1: Business continuity with ICE

With the full ICE option, for example, a customer with a Pulse Secure PSA5000 licensed for 100 concurrent users can add the PSA ICE license. When applied and enabled, ICE license will allow the customer to support up to 2,500 concurrent users on that device for up to 8 weeks. (2,500 users is the maximum user count supported on the PSA5000.)

When ICE is applied but not enabled, the features cannot be used on that device unless the corresponding permanent feature license has been enabled.

ICE can be employed for a limited time to:

• Maintain productivity by rapidly enabling ubiquitous access to applications and information for employees from anywhere, at any time, and on any device

• Sustain partnerships with around-the-clock real-time access to applications and services while securing and protecting resources

• Meet federal and government mandates for contingencies and continuity of operations (COOP) compliance

# Architecture and Key Components

As shown in Figure 1, the ICE license option enables companies to instantly accommodate spikes in remote access demand during unplanned events. For example, employees who would typically come to the office can work from home or from any location, and they don't need to worry if they've left their laptops in the office. They can use any web-enabled device such as their tablet or home PC to access the network and stay productive. This minimizes downtime and also assures employees' safety by not requiring them to work at the office during emergencies. In addition, during these events, additional partners and customers can be granted access to ensure that business continues unimpeded.

# Features and Benefits

## Productivity with Ubiquitous, Any Time Access

Security threats to the global Internet community of today are continuously challenging companies and organizations. Added to these challenges are environmental threats of pandemic or catastrophic events that can bring a business to a halt. Business continuity relies on a company having the ability to maintain their productivity, services and partnerships in the event of a disaster or pandemic. Pandemics can impact a business by requiring a company to limit social interaction between employees, partners and customers to isolate further spread of the virus. This provides a compelling reason for the wider adoption of remote access, as employees are quarantined or recommended to work from home for an extended period of time.

Employees can stay productive from anywhere knowing that their corporate devices will make their connection to applications and resources seamless, as if they were physically in the office. This is especially pertinent when users connect from locations such as the home or public access terminals which are more vulnerable to network threats than the controlled office LAN environment.

## Sustained Partnerships with Around-the-Clock, Real-Time Access to Applications and Services

ICE provides the scalability and continued security required to provide continued accessibility to partners in the event of a disaster, so that your company can remain productive while sustaining important relationships.

Pulse Secure's innovative technology scans endpoint devices for spyware, malware, and numerous other factors prior to the connection. You can grant appropriate access rights pending full validation of the endpoint, or you can quarantine and remediate the device before granting access. This significantly reduces the chance that partners or other 3rd parties introduce malware into your network.

## Federal and Other Government Compliance for Contingencies and Continuity of Operations (COOP)

National Security Presidential Directive-51/Homeland Security Presidential Directive-20 (NSPD-51/HSPD-20) requires U.S. executive branch organizations to develop and maintain a comprehensive and effective continuity capability that includes Continuity of Operations in the event of disaster, pandemic or other catastrophic emergency.

Homeland Security guidelines specifically state that continuity programs must support full connectivity for leadership, critical customers, the public and others. Pulse Secure PSA Series Appliances, with the ICE license option will aid all federal agencies, state and local governments, communities and enterprises in meeting the guidelines of this plan.

## Balanced Risk and Scalability with Cost and Ease of Deployment

As an easy-to-deploy and highly secure solution that is purpose-built for secure remote access, SSL VPN should be on the top of the list for companies drawing up their IT "in case of emergency" plans. ICE provides a cost-effective and scalable temporary approach for mitigating the risk of a disaster or epidemic at a fraction of the cost of implementing a permanent solution which might not otherwise be used.

From a best practices perspective, ICE can be activated and deactivated to test an appliance during emergency recovery drills. ICE also provides a seamless approach to automatically scaling a system should requirements change for deploying an increased number of remote users permanently, thereby providing investment protection.

**ABOUT PULSE SECURE**

Pulse Secure, LLC offers software-defined Secure Access solutions that provide visibility and easy, protected connectivity between users, devices, things and services. The company delivers suites that uniquely integrate cloud, mobile, application and network access control for hybrid IT. More than 23,000 enterprises and service providers across every vertical rely on Pulse Secure to empower their mobile workforce to securely access applications and information in the data center and cloud while ensuring business compliance. Learn more at www.pulsesecure.net.

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