



## CASE STUDY

# BackBox and Pulse Secure: Activating In Case of Emergency (ICE) License

## Background

As organizations adjust to the challenges that COVID-19 presents to their workforce, and as organizations are requiring their employees to work from home using VPN services to connect to the office, BackBox can help by providing fast and reliable automation for your VPN services.

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 the 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.

## About In Case of Emergency (ICE) License

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.

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.

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.

# Benefits of BackBox



## The Solution

BackBox is able to provide its customers with a solution that automates the process of discovering if VPN connections reach the maximum amount of the permanent license installed. In the case of BackBox discovering that the maximum number of connected users has been reached, BackBox immediately activates the ICE feature in Pulse Secure to allow the increasing demand of employees concurrent connections.

Furthermore, because the ICE license is limited to total use of 8 weeks, BackBox regularly checks the VPN connections and deactivates the ICE feature when the concurrent connection demand decreases.

### BackBox automates the process by:

- Running IntelliChecks periodically to test for the number of connections.
- If the number of connections reached a maximum threshold BackBox activates the ICE feature to ensure business continuity.
- When the number of connections is below the threshold, BackBox will disable the ICE feature to save it for further use.



## The Results

Using BackBox IntelliChecks and the important ICE feature, allows an organization to maintain business continuity in the most efficient way, allowing the seamless activation of the emergency feature whilst monitoring the connections to ensure that once operations are back to normal, the ICE license is preserved for future use.

# About BackBox

BackBox is the leading provider of Intelligent Automation, offering a single, centralized solution to manage all security and network devices. The BackBox solution automates all operational activities including orchestration, backup, recovery, asset management, security audits and capacity optimization for over 180 technology vendors ensuring an improved security posture by enhancing operational efficiencies, infrastructure reliability and visibility, while reducing overall risk.