

The Enterprise Network

LANs ♦ WANs ♦ Network Management

Briefs

LOW ROUTE

This year, for the first time, users are expected to spend more for low-end routers than for high-end routers. The average revenue growth rate for low-end routers from last year to 2001 is predicted to be a healthy 24% per year.

Source: The Dell'Oro Group, Portola Valley, Calif.

Low-cost switching

3Com Corp. announced at Network/Interop '98 last week in Las Vegas a low-cost Layer 3 switch designed to extend switch-based routing to the masses. The SuperStack 3800 provides routing at up to 5 million packet/sec. on top of its LAN switching duties. The switch costs \$399 per port. The system has 24 10M/100M bit/sec. ports and one Gigabit Ethernet port. It will ship this month.

Pager access to mail

Lotus Development Corp. is shipping the Lotus Pager Gateway 2.02, software for accessing Notes mailboxes using pagers and cellular phones. The upgrade includes Wireless Domino Access, software for accessing Notes mailboxes from telephones over wireless IP networks. It costs \$3,058.

Lucent buys Yurie

Lucent Technologies in Warren, N.J., recently said it will spend about \$1 billion in cash for Yurie Systems, Inc. in Landover, Md. Yurie makes Asynchronous Transfer Mode access products for funneling voice, data and video traffic over wide-area networks. Yurie CEO Jeong Kim will join Lucent as president of carrier networks.

U.S. ISDN SALES

1996 \$3.8B

1997 \$5B

2000 \$9.2B*

* Projected

Source: Marketing Technology Group, Amherst, N.H.

'net helps with winery phone cost

► Virtual net links remote Mondavi workers cheaply

By Bob Wallace

EVEN ROBERT MONDAVI Winery's most expensive bottle of wine costs less than what its field salesman in Thailand was paying to check his E-mail and product sales data.

The Mondavi worker was running up a \$2,000 monthly telephone bill in international calls to the winery's Napa, Calif., headquarters. He now pays only \$100 per month to access the Internet.

Winery employees are raising a glass to the answer to the high-priced phone bill: a virtual private network (VPN) that supports remote workers.

"It was a dollars-and-cents decision to go with a VPN because we have remote employees logged on for long periods of time from places like hotels," said Mike Davis, director of information systems at the win-

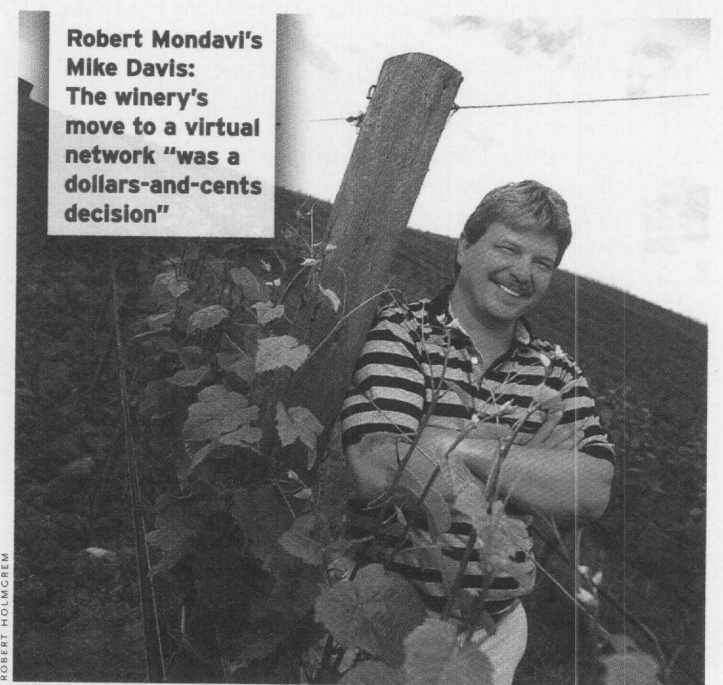
ery. The virtual network supports roughly 100 mobile users.

With a virtual network, which sends data over the Internet protected by encryption or other security, Mondavi found that it didn't have to worry about line quality. It could also let employees stay connected as long as they needed and get better throughput. The winery hasn't determined total savings.

REMOTE ACCESS

A virtual network can perform better than international phone lines, even if the same-speed modem is used. "You can never get 28.8K bit/sec. on an international line; you can when you're dialing a local [point of presence]," Davis said.

"Users can save up to 28% by outsourcing remote access to things like VPNs," said Kitty Weldon, a senior analyst at The Yankee Group, a Boston consulting and research firm. "But



Robert Mondavi's Mike Davis: The winery's move to a virtual network "was a dollars-and-cents decision"

ROBERT HOLMGREN

if you don't already have security products, the savings will be a little less."

Most companies that use virtual networks for remote access applications launched them within the past six to eight months, she said.

But Mondavi's virtual networking effort began roughly a year ago.

Phone bills were manageable when remote workers were dialing in to the winery's Microsoft Winery, page 52

SUPPORT ISSUES

CA to create own service division

By Patrick Dryden

COMPUTER ASSOCIATES International, Inc. tried to buy itself a global technology services provider, but that didn't work. So now it will attempt to build its own.

CA previously tried to buy its way into the services market by pursuing Computer Sciences Corp. (CSC), which rebuffed its overtures. Then, news that CA was back on the acquisition path may have triggered Wang Global, a \$3 billion service provider with headquarters in Billerica, Mass., to adopt a shareholders rights plan May 1 to blunt takeovers, analysts said.

Now, the goal is to hire 2,000 more support specialists, acquire smaller systems integrators in key global markets and reap \$1 billion in service revenue. Those were among the promises made by Charles Wang, CA chairman and CEO, to 25,000 users, partners and staff at the recent CA-World '98 conference.

"We will grow organically and acquire strategically," he said.

Wang joked that the growth plan is "Plan B after the CSC acquisition didn't work out."

CA announces, page 52

Central E-mail server tempts users

► Netscape announces high-volume E-mail server, for release this year

By Barb Cole-Gomolski

BLAIR DILL, manager of messaging and collaboration at The Sabre Group, Inc. in Fort Worth, Texas, found some appeal in Netscape Communications Corp.'s recent promise that it can save users money by concentrating more E-mail users on one server.

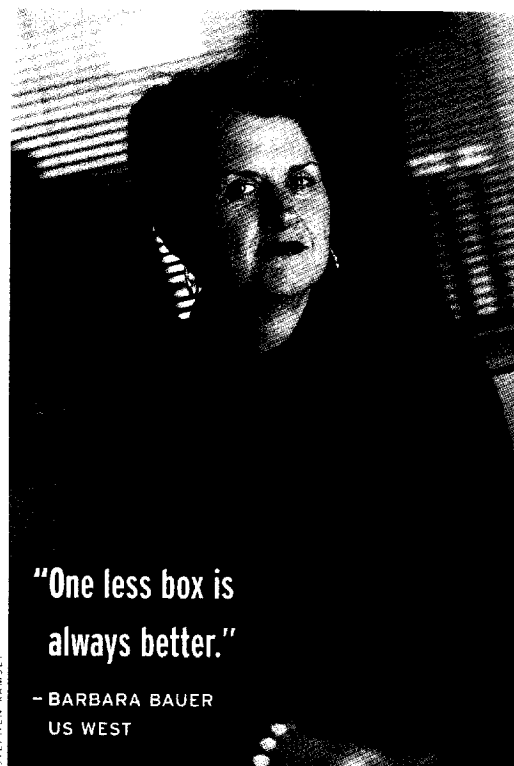
"If you can centralize E-mail, you can reduce your administrative costs," Dill said. Netscape previewed its new E-mail server, code-named Troopers ISP, at last month's Electronic Messaging Association '98 conference in Anaheim, Calif.

CENTRAL SERVER

The product is scheduled to ship by year's end. It was designed as a scalable, centralized corporate E-mail server based on the Internet Message Access Protocol 4, which gives users more flexibility in the way they download and store mail than the current Post Office Protocol specification.

Netscape executives said the server will be able

Netscape, page 52



"One less box is always better."

- BARBARA BAUER
US WEST

STEPHEN BANSLEY

Netscape takes new E-mail tack

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to support an almost unlimited number of users.

Sabre already uses some Netscape Messaging Servers for users who want native IP support. But most of its users are on Lotus Notes and Microsoft Mail, both of which support IP by layering support for it on proprietary protocols.

To date, Netscape's E-mail strategy has been to play up its support for IP standards, which the company said result in lower administrative costs.

"Netscape is now ready to be considered by big customers, so the fur is really going to fly."

— Nina Lytton,
Open Systems Advisors

US West Communications, Inc., on the other hand, has about 15,000 users on Netscape's E-mail and can support thousands of users on a server now, said Barbara Bauer, senior director at US West in Denver.

"If [Troopers ISP] lets us consolidate [E-mail] servers, one less box is always better,"

Bauer said.

The downside of a centralized server based on IP standards is that users may have to sacrifice client functionality such as integrated calendars and contact managers, Dill said.

FOLLOW THE LEADERS

"[Internet service providers] are the only ones with rock-solid E-mail, so let's follow their lead," said Jason Erickson, associate consultant at Quality Consulting Services, Inc. in McLean, Va.

Internet providers often support thousands or hundreds of thousands of users, and their uptime generally is pretty good, Erickson said.

He said Netscape is a logical choice for companies looking for Internet provider-quality E-mail because "they most closely follow the IP standards."

Users are intrigued by Netscape's latest E-mail offering, but analysts are quick to point out that few users so far have picked Netscape as their core messaging vendor.

At the end of last year, Netscape had about 2 million E-mail seats, or about 8% of the market.

"A lot of my corporate clients just aren't interested [in Netscape for messaging] any-

more," said Gary Rowe, a principal at Rapport Communications, Inc. in Atlanta.

Rowe said some users have backed off Netscape for E-mail because some of its messaging products lack key features — an integrated management console, for instance — that large organizations need.

With its latest moves, "I can't tell if [Netscape executives] are brilliant or just panicking," Rowe said.

But Nina Lytton, president of Open Systems Advisors, a Boston-based consultancy, said, "Netscape is now ready to be considered by big customers, so the fur is really going to fly." □

INSECURITY

What is your top security problem?

Inadequate security policies (for password management, incident response, internal data destruction and physical access): **40%**

Nonsecure services (NetBIOS, echo, telnet and FTP services): **25%**

Undocumented services (dial-up modem lines, test servers and backup Web servers): **20%**

Inadequate data backup policies (infrequent or nonexistent backups, inappropriate backup media and poor data recovery planning): **10%**

Outdated software (firewall or operating systems lacking latest updates and patches): **5%**

Base: 200 Internet-connected organizations

Source: International Computer Security Association, Carlisle, Pa.

Percentage of organizations with security flaws that left them vulnerable to rudimentary attacks, even with a firewall: **93%**

Base: 200 Internet-connected organizations

Source: International Computer Security Association, Carlisle, Pa.

Organizations that don't have a policy for preserving evidence for civil or criminal proceedings after an intrusion: **63%**

Base: 516 computer security officials

Source: Computer Security Institute, San Francisco; FBI, Washington

Winery withers costs with virtual network

CONTINUED FROM PAGE 51

Mail system. But that changed when the firm installed the more capable Microsoft Exchange and more sales tools.

"People began using Exchange to send E-mail with attachments and presentations back and forth," Davis recalled. "That exploded their online connection times."

Because toll-free numbers were deemed too expensive and had uneven line quality, Davis had the remote users with Windows 95 laptops and VPN encryption software use IBM's Global Network to reach a Check Point Software Technologies Ltd. firewall in Napa through the Internet.

Before implementing the VPN, Davis tested Check Point's encryption client software in the company's laboratory and didn't encounter prob-

lems. Davis then set up a VPN pilot test with six remote users; testing ran for three months and the results convinced him the plan was sound.

"The business benefit is that the VPN gave us quicker and easier access to information such as inventory figures and shipment data that we need to be more effective in field sales," said Jim Oliver, vice president of sales at Mondavi's North Central division in Chicago. "And it did this without all the stress and headaches associated with the old way" — regular dial-up access.

And because long-distance calling rates are out of the picture, Oliver doesn't care how long he stays connected to Napa. "It's not uncommon for me to be online for six to eight hours at a time," he said. □

CA announces plans to form services division

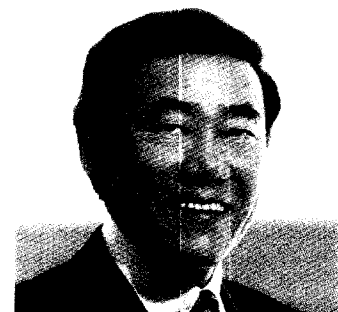
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But building a support organization is no laughing matter, analysts and users said.

"Where do they hope to find 2,000 techs to hire this year?" asked Ray Pacuet, an analyst at Gartner Group, Inc. in Stamford, Conn. Every other vendor and information systems group is beating the bushes for the same experts, he said.

CA may be more interested in the higher profit margins of the services business than in users' best interests, said Chip Gliedman, an analyst at Giga Information Group in Cambridge, Mass. "Vendors can earn two to three times as much from service than from software," Gliedman said. But CA's Unicenter management suite requires less integration effort than other management products, and CA support has improved already, he said.

Wang said the support organization will help CA sell Unicenter. Revenue from Unicenter and other client/server software



CA CEO Charles Wang: The support organization is "Plan B after the CSC acquisition didn't work out"

grew 44% this year, "but it could be more if we could deploy faster," he said.

To speed deployment and expand support, CA also is expanding its channel program for resellers and integrators.

For example, resellers will handle a dozen new stand-alone management products CA is building for workgroups and enterprises. And integrators can offer bundles of hardware, software and services. □

S H O R T S

SWAT team for hire

As part of its new global services division, Check Point Software Technologies Ltd. in Redwood City, Calif., is offering to help firewall customers whose networks are under siege. It created an emergency response team it can assign to customers under attack by hackers seeking entry to the network or launching denial-of-service attacks. The team can work remotely or on-site.

Bringing networks to life

NetCracker Technology, Inc. in Waltham, Mass., has shipped a network design tool that does more than draw a picture and document its contents and connections. NetCracker Designer animates traffic flow so network planners can disable links or devices to see the impact and click on a packet to reveal its source, destination and contents. The modeling software runs on Windows 95 and Windows NT and costs \$1,995.

App awareness for Cisco nets

Packeteer, Inc. in Campbell, Calif., has introduced software for its PacketShaper bandwidth management devices to prioritize traffic flow through routers and switches from Cisco Systems, Inc. By adding Enterprise Software to one of the vendor's PacketShapers, network managers can differentiate among four application access protocols: Java, CORBA IIOP, HTTP and DCOM. They then can control performance for those applications by allocating bandwidth to them and protecting them from bursty IP traffic.

New Novell Web site

Novell, Inc. in Provo, Utah, will unveil a Web site with technical white papers, training materials and sales presentations for Novell resellers. The address is www.novell.com/passport.