This recommendation identifies the technology needed at the Old Reliable Insurance Company. The sales force of the Old Reliable Insurance Company needs to have remote access to data on the company’s Home Office server computer. To acquire this technology, the following four options are presented for consideration:

1. Wireless ‘Wi-Fi’. The salesperson would have to find an available (unsecured) Wi-Fi broadcast to connect to. Secure connections are also detected but they require a password/key that the salesperson will not have.

The unsecure connection can be made secure (safe and usable) with the use of a Virtual Private Network (VPN). A VPN could be setup to tunnel through the company firewall for the salespersons.

This is still a limited option because the salesperson is limited to the areas where a broadcasted signal can be detected.

1. Wireless ‘Cellular Data’. An explosion in C2B eCommerce, namely online shopping, is due to the capability to do it instantly, practically anywhere, anytime. This phenomenon is due to the advent of Cellular Data service delivered by mobile service providers and consumers' increasing use of smart phones. Cell phone users can pay for a subscription to the technology of Cellular Data service, which provides an Internet connection to the Web without requiring the setup of Wi-Fi connectivity to a router.. ﻿ This option gives the sales force the advantage of access instantly, practically anywhere, anytime.

The telephones and PDAs can be setup for Cellular Data service delivered by mobile service providers. This would be a subscription paid by the company for its salespersons. The technology of Cellular Data service provides an Internet connection to the Web without requiring the setup of Wi-Fi connectivity to a router.

﻿Then, a secure (safe and usable) connection can be made with the use of a Virtual Private Network (VPN). A VPN could be setup to tunnel through the company firewall for the salespersons.

1. Wired ‘Ethernet Connection’. The salespersons can connect their laptops, PDAs, or a flash drive to the company server, while they are at the company’s home office. Then they would take their laptop and/or PDA, with them, to visit the customer.

This option is prone to errors because it involves a manual tasks and the salesperson may forget to download the data before he/she leaves the company office.

The company secure LAN would not be accessible through the Internet.

1. Wired ‘Removable Media’. The company technical support personnel can connect flash-drives to the company server, and issue them to the salespersons to use in their laptop and/or PDA, and take with them to visit the customer.

This option is prone to errors because it involves a manual tasks and the salesperson may forget to pick-up a current flash-drive before he/she leaves the company office.

It is also possible to lose the small, flash-drive device. It would have sensitive, company-private data, e.g. product pricing, critical to be kept secret.

**Best Wired Solution:**

Option 3. Wired ‘Ethernet Connection’. The salespersons can connect their laptops, PDAs, or a flash drive to the company server, while they are at the company’s home office. Then they would take their laptop and/or PDA, with them, to visit the customer.

Strengths:

* The salespersons would have the data they need anytime, anywhere regardless if there was Internet connectivity.

Weaknesses:

* This option is prone to errors because it involves a manual tasks and the salesperson may forget to download the data before he/she leaves the company office.
* The company secure LAN would not be accessible through the Internet.

**Best Wireless Solution:**

Option 2. Wireless ‘Cellular Data’. An explosion in C2B eCommerce, namely online shopping, is due to the capability to do it instantly, practically anywhere, anytime. This phenomenon is due to the advent of Cellular Data service delivered by mobile service providers and consumers' increasing use of smart phones. Cell phone users can pay for a subscription to the technology of Cellular Data service, which provides an Internet connection to the Web without requiring the setup of Wi-Fi connectivity to a router.. ﻿ This option gives the sales force the advantage of access instantly, practically anywhere, anytime.

The telephones and PDAs can be setup for Cellular Data service delivered by mobile service providers. This would be a subscription paid by the company for its salespersons.

Then, a secure (safe and usable) connection can be made with the use of a Virtual Private Network (VPN). A VPN could be setup to tunnel through the company firewall for the salespersons.

Strengths:

* The technology of Cellular Data service provides an Internet connection to the Web without requiring the setup of Wi-Fi connectivity to a router.

Weaknesses:

* A Virtual Private Network (VPN) would need to be setup to tunnel through the company firewall to provide a secure (safe and usable) connection to use.