

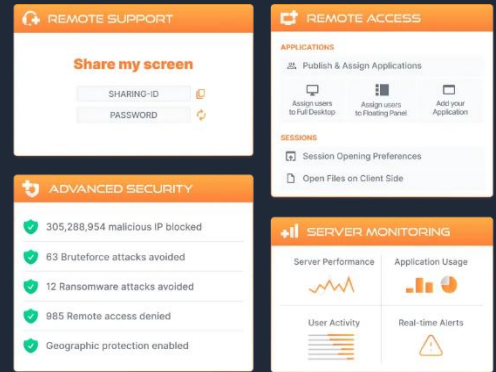
CASE STUDY



IT Services – MSP & Systems Administration

XAEPHYR RELIANCE GROUP KK

Providing full, rapid, branded connectivity over HTML5, while maintaining tight security and protecting application and data servers.



CLIENT OVERVIEW

- **Sector:** IT services, MSP
- **Client:** [Xaephyr Reliance GroupKK](#)
- **Need:** fast & secure remote access
- **Challenge:** security & ease-of-use
- **Solution:** [TSplus Remote Access](#), [2FA](#), [TSplus Server Monitoring](#) & [TSplus Advanced Security](#)

KEY STATS

- **2 servers**
- **60** concurrent **users**
- **1 region:** Japan
- **3+ years** as TSplus reseller

TSPLUS AT A GLANCE

- TSplus was founded in **2007**
- **5,000 resellers** worldwide
- **4 innovative products**
- Rated **4.8/5** by users
- **500,000 clients** across industries

TSplus is up to 80% more affordable than traditional remote solutions, making it ideal for businesses looking to optimize their IT budget without sacrificing quality or security.

SUMMARY

Xaephyr Reliance Group uses TSplus to deliver secure, branded remote access for their clients. XRG KK’s deployment emphasizes rapid setup, strong security (including Hacker Protection) and a customized HTML5 portal for a multi-shift workforce.

ABOUT XAEPHYR RELIANCE GROUP

Xaephyr Reliance Group KK is a boutique consultancy and business solutions firm based in Tokyo, Japan. The group operates as a bridge for international businesses and high-net-worth individuals looking to navigate the complexities of the Japanese market and setting up offices. XRG KK provides end-to-end ICT solutions, ranging from physical infrastructure (Wi-Fi, LAN, etc.) to IT security perimeter devices and ISO 27001 accreditation support.

CHALLENGES AND REQUIREMENTS

To satisfy client needs, Xaephyr Reliance Group KK sought to:

- Provide secure, fast, easy to use remote access for a ~60-user, multi-shift operation on two servers.
- Enable users of any device or home PC, whether Windows or Mac, via their web browser, yet still keep corporate data secure and safe.
- Lock the IP of the Gateway to Salesforce within the TSplus terminal session.
- Lock servers down by country to limit exposure and hacking attempts.
- Customize HTML5 portal fully to Apexes’ branding and colours.

Key requirements included:

- Efficient firewall and security of the tightest nature.
- Reactive software and connections.
- Rapid installation and lowest possible time and training requirements between implementation and use.
- Ease-of-use.



THE TSPLUS SOLUTION

- **TSplus Remote Access**, which offers full HTML5 portal customization to the client's brand.
- **TSplus Advanced Security**, with Hacker Protection highlighted as especially useful.
- With **MFA** (multi-factor authentication) in addition and the keen eye of **TSplus Server Monitoring** to keep watch and inform teams of any discrepancies and events, servers are well protected and managed.
- **Admin Tool** used extensively and considered intuitive. During proof and implementation, XRG KK configured and adjusted broad variety of settings for their client uncovering the extensive possibilities behind the simplicity at hand.

RESULTS

Implementing TSplus software was a novelty for XRG KK and proved a satisfactory test-bed:

- Installation was fast and efficient.
- Excellent performance speeds are reported day-to-day.
- Strong firewall and robust security posture: Advanced Security is very highly valued in spite of an initial learning curve with the new interface.
- The HTML5 portal was configured to specifications and is fully operational.
- Feedback provided by the TSplus Support team provided the necessary guidance and fixes throughout the process.

CONCLUSION

Xaephyr Reliance Group KK illustrates how TSplus software helps deliver **secure, branded remote access** quickly and easily. At rollout, implementation issues were resolved through configuration, and since then day-to-day performance has been strong. In this steady state, XRG KK continues to refine operations. As the group's pragmatic UX suggestions find their way towards development on the TSplus side, ongoing satisfaction from their clients point to further deployments by XRG KK, as they offer TSplus products to more clients across Japan.

TESTIMONIAL

"My usage of TSplus software has been a highly effective solution for centralizing application access and supporting a WFH / Out of Office experience. The cross-platform compatibility has allowed users to seamlessly access Windows applications from virtually any device, often via a zero-footprint HTML5 web client. This flexibility significantly enhances user mobility and enables Bring Your Own Device (BYOD) policies without compromising security.

From a cost-effectiveness standpoint, TSplus shines as a powerful and affordable alternative to more complex and expensive solutions. The setup is simple without significant infrastructure overhaul especially in the Amazon AWS cloud environment. I can affordably and securely provide infrastructure to multiple users in multiple time zones without exposing current corporate environments."

— **Damien, SysAdmin, founder, XRG KK**



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Need TSplus Remote Access?

[Download the free trial](#) on [TSplus.net](#) or [contact us](#) to discuss your needs.

