



CASE STUDY

Roche Brothers Supermarkets

Wireless Network Deployed Throughout All Stores and Headquarters

Situation

[Roche Brothers Supermarkets](#) has been stocking Massachusetts pantries for more than 50 years. The regional grocery chain operates 15 Roche Brothers Supermarkets and three Sudbury Farms stores in eastern Massachusetts, as well as an online shopping and delivery service. Founded in 1952 as a meat and produce store by Pat and Bud Roche, the business is still owned and operated by the Roche family.

As a retailer, if the network goes down, Roche Brothers loses money because credit card transactions can't be completed therefore a back-up network needs to be in place. As such, the selection of a network security provider and carrier was critically important for Roche as they needed a back-up network that was reliable, cost effective and offered complete uptime.

"It is critical for us to have a network and back-up network that has 99.9% uptime," said John Lauderbach, Vice President of IT at Roche Brothers. "If our network goes down, even for a few minutes, we lose money."

When it came time to look for another security vendor that would provide a back-up store network, Roche Brothers turned to its trusted partner, [Security7 Networks](#). Founded in 2005 by a team of experienced IT services professionals, Security7 helps customers improve the efficiency of their operations, manage risk and reduce costs. Clients include small firms that prefer to focus management attention on core business issues, large corporations seeking to enhance their IT infrastructure without adding permanent staff and a large number of mid-sized enterprises that need access to a variety of specialized skills and services with activity levels that do not warrant internal staffing.

Solution

Back-up VPN Network

As a retailer, Roche Brothers had a need to create an automatic back-up VPN network in case the network went down for any reason. Working with Sprint, Security7 was able to create one that went through a Sprint cellular wireless Internet connection. The original Fortinet deployment at Roche Brothers was 19 [FortiGate-80C](#) appliances with [Sprint Wireless Air Cards](#). The FortiGate-80C appliances are providing back-up for the existing frame relay network.

Security7 utilized the OSPF routing protocol between the FortiGate appliances and the primary network to automatically route upon network failures. Because the secondary network was Internet connected and would be routing financial information, PCI compliance was required.

FortiGate-80C appliances provide deployment flexibility for a wide range of situations, including an ExpressCard slot supporting 3G WAN connectivity and back-up modem. Rapid, turn-key deployment and easy management lowers total cost of ownership and easily facilitates compliance with policies and regulatory requirements that protect access to personally identifiable information, secure remote access and prevent unauthorized access to applications and data.

In Store Wireless Network

After successfully completing and seeing the benefits of the back-up VPN network at Roche Brothers, Security7 started a new in store wireless project for inventory and order management.

Challenges

- Deploy a cost effective, secure network that has automatic failover using OSPF
- Deploy a secure in store wireless network

Objectives

- Implement FortiGate and Sprint network to create a back-up VPN
- Create a wireless in-store network

Deployment

FortiGate-80Cs
FortiAP-220As
FortiAP-220Bs
FortiAnalyzer
FortiManager

Industry

Retail

We are very pleased with both of our Fortinet deployments throughout our network. We finally have a back-up VPN and in store wireless solution that offers us cost savings and security that we can rely on.

- John Lauderbach
Vice President of IT

Roche Brothers

Currently deployed at 19 different locations (18 stores and Roche Brothers headquarters) are 6-8 Fortinet [FortiAP](#) appliances. The size of the location determines the amount of FortiAP appliances deployed. The wireless LAN controller functionality built in FortiOS was leveraged to save additional money and space at Roche Brother locations. Security7 provided guidance on product selection, utilized a wireless planning tool for exact AP placement, configurations, troubleshooting and ongoing management.

In addition, two [FortiAP-220B](#) appliances will be deployed at Roche Brothers headquarters. The FortiAP-220B appliance is a dual radio thin AP that is designed for simultaneous security air monitor and AP operation in the same physical enclosure. Users of FortiAP-220B can employ one radio to meet the PCI DSS regulatory compliance by dedicating a radio full time to air scanning on both 2.4GHz and 5GHz bands, while the 2nd radio provides full speed client access on 2.4GHz band. Having two radios in one enclosure reduces not only the capital cost of equipment, but also amplifies deployment with increased monitoring coverage.

Management

Roche didn't have the staff or tools to properly manage this network and now relies on Security7's ManageWerx application to integrate network and performance monitoring with security monitoring. Security7 Networks' ManageWerx service is built on unique tools which offer unprecedented visibility into monitored infrastructures, apply automated analysis capabilities to quickly detect and diagnose issues and provide reporting and analytics which simplify planning while reducing compliance costs. All installation, configuration, monitoring and management activities can be carried out by Security7 Networks personnel, completely offloading clients.

In addition to the [FortiManager](#) and [FortiAnalyzer](#) deployed at Security7 Networks, the ManageWerx solution is also maintaining a detailed historical record of information gathered, which is used by analysis and reporting engines. Security7 Networks is able to locate data related to specific Roche activities, provide reports on incidents, long term trends, bottlenecks, as well as summarizing compliance data required by auditors.

"As a family owned business that is growing, it was important for Roche Brothers to reduce costs but not at the risk of reducing security or reliability," said Jay Smith, President, Security7 Networks. "Fortinet's OSPF capability allows the back-up network to seamlessly talk to the main network ensuring that there is always uptime. Combined with Fortinet's wireless appliances and management by Security7, it was a perfect storm that was great for Roche."

Success

Working with Sprint, Fortinet and Security7, Roche Brothers has seen many advantages with its new deployment of the back-up VPN solution and wireless in store solution. Although augmenting its existing security solution, Roche Brothers has been able to continue with its PCI compliance. By using Fortinet's FortiAnalyzer appliance, Roche Brothers has been able to meet more reporting mandates required by the PCI Security Council.

Fortinet's FortiManager is proving to save Security7 a lot of time. Instead of having to do manual updates to each of the more than 160 appliances, Security7 can easily make global changes without having to touch each individual appliance remotely. In addition, once configurations have been completed and pushed out to the appliances, they are saved to both the FortiManager as well as Security7's own ManageWerx platform. This will help the retailer in case there's ever an issue where a recovery of configurations is needed.

At the individual stores, there is a Fortinet-based cellular router, consisting of a Sprint wireless card, with the Fortinet-based back-up VPN as well as a LAN controller. Having the LAN controller within the FortiAP appliances allows Roche Brothers to save money, space and management by not having to have a separate appliance deployed.

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