

Index Living Mall

Home furnishing retailer expands with Fortinet

Situation

Established in 2002, Index Living Mall is a large home furnishing chain store in Thailand offering well-designed high quality furniture. It has 17 standalone mega-stores and 23 furniture outlets in Bangkok and other provinces like Phuket and Pattaya, as well as overseas franchises in Dubai.

As Index Living Mall was looking at growing its business locally and globally, the retailer had to expand and upgrade its technology infrastructure to support this goal. Besides raising the efficiency of its IT operations, Index Living Mall wanted to improve its ability to safeguard sensitive business information, reduce spam email and cut IT maintenance costs.

Some IT consolidation had already taken place at the company. For instance, it has a group-wide enterprise resource planning (ERP) system – which contains the critical master data of all product items – with SAP. It also has a Web-based e-commerce platform, integrated with a complete payment gateway, to handle bulk consumer orders. Index Living Mall's head office in Bangkok is connected to the branch offices via MLPS in the internal network, which enables consolidated Internet access by all users, including authorized vendors and outsourcers.

Email is a mission-critical business application that all stakeholders rely on. Unfortunately, the company was receiving a large number of spam emails daily and the previously deployed security systems could not mitigate this problem.

According to Jumras Saeyang, Vice President of Index Living Mall, Index Living Mall had to have top notch security standards to protect critical information if they wanted to grow into a world-class business.

"As we expand, we need to balance the openness of our network with its security. We needed a high performance security platform that could handle large volumes of sensitive financial information and provide data integrity and privacy at the same time," he said.

Solution

Index Living Mall evaluated appliances from key security vendors including Juniper Networks and SonicWALL, with the following criteria: high performance; low latency; low acquisition, operating and maintenance costs; and prompt and dependable service support.

After three months of testing, Index Living Mall's IT team opted for Fortinet, deploying its FortiGate-310B integrated multi-threat network security and FortiAnalyzer-100C centralized reporting appliances. These devices were smoothly connected to Index Living Mall's network by Fortinet partner ccn-tech. The company deployed the FortiGate appliance to benefit from a full range of security functionalities, including application firewall, VPN, IPS, antivirus, Web filtering, antispam and application control.

Challenges

- Rapid business growth
- Increase in volume of sensitive data
- Prevalence of spam

Objectives

- Improve IT security to support business expansion
- Unify security management for greater efficiency and lower cost

Deployment

FortiGate-310B
FortiAnalyzer-100C

Industry

Retail

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- Jumras Saeyang
Vice President of Index Living Mall Living Mall

The FortiGate-310B delivers wire-speed firewall and near wire-speed IPSec VPN performance and superior IPS and antivirus/antispyware/antimalware operation. The appliance's accelerated security throughput, high port density, and ease of management lets mid-sized enterprises enjoy a degree of internal network security segmentation and policy control previously available only with larger-scale solutions.

The FortiAnalyzer-100C appliance securely aggregates, analyzes, and reports on log data gathered from the FortiGate devices. It helps provide detailed information on traffic, events, viruses, attacks, Web content, etc to determine the organization's security stance and assure regulatory compliance.

Said Jumras: "Fortinet is the right choice. The FortiGate appliance offers substantial benefits over best-in-class point solutions and performs better than competing UTM devices. Its ability to offer strong protection at the application level is especially appealing to us."

Success

Following the deployment of the Fortinet appliances, Index Living Mall could handle the security management of its internal users, customers and vendors in a consolidated manner. Index Living Mall's

IT department could now control down to the user and application levels (for the company's Facebook fan page, MSN, core ERP and other business applications) from a single console, and therefore do not need to configure, operate, upgrade and maintain systems from multiple vendors.

In addition, Fortinet's solution improved Index Living Mall's network performance through WAN optimization, per-IP bandwidth shaping and local Web caching technologies. Spam was also reduced dramatically.

The greatest benefit enjoyed by Index Living Mall, however, was at a higher level. The operation of the Fortinet appliances, and the analysis of the logs they generated, opened Index Living Mall's eyes to enterprise-class security best practices, and helped the company refine its security policies and operational processes.

"Overall, the ROI we obtained from the Fortinet solution is very high. Beyond the obvious operational benefits resulting from security consolidation, Fortinet's appliances have transformed the psyche of our IT team. We have become a learning organization focused on process improvement. This can only hasten our journey to become a global home furnishing player," said Jumras.

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