

# Lason India Limited

## Building confidence through better security

### Situation

Lason India, formerly known as Vetri Software, provides Business Process Outsourcing (BPO) services to vertical markets such as health-care and financials, and is a wholly-owned subsidiary of Lason Inc, based in Michigan, USA. Lason India offers businesses the cost savings and benefits of global service and delivery in document and data-intensive operations. The company is based in Chennai and is the Excellence Center for its global operations.

The company needed a security solution that included not only fire-wall, intrusion detection and prevention, anti-virus and anti-spam features, but also VPN, traffic-shaping and facilities for access control and content filtering. They evaluated both point software solutions as well as Unified Threat Management appliances - products that integrated these security functions into a single hardware device - on standards of reliability, availability, scalability, serviceability and service support. The standards were high because Lason India needed to protect the confidentiality of their customers' data.

The company also had some special requirements: Lason India guarantees processing times of 24 to 48 hours, regardless of volume, for insurance claims with accuracy levels exceeding 99.5%, and so, in addition to meeting requirements for performance and reliability, the product they would eventually select had to be simple enough to setup in half an hour.

"We eventually selected Fortinet because the FortiGate appliances integrated all the security features we needed into a single hardware platform," said Mr. M. S. Kannan, General Manager for IT support in Lason India, and also a member of the executive leadership team.

"We could see that, in theory, this was going to be a simpler solution to setup and manage. We wanted to be pioneers in the industry, in handling data securely, but we were also worried that we would be the first in India to implement a UTM solution."

### Solution

The company purchased forty units of FortiGate-60 antivirus firewalls and three units of Fortigate-100A antivirus firewalls. They also purchased FortiManager, an integrated management and monitoring tool for easily managing a network of FortiGate Antivirus Firewalls. The strategy was to implement the FortiGate systems within the network to protect the intranet sites and services.

Fortinet India trained the engineers at Lason in the equipment and software, and helped them setup a test-bed to ensure that the engineers would be able to handle the Fortinet solution in future. When the time came for the deployment of this new security infrastructure, Lason India had a pleasant surprise.



*"We wanted to be pioneers in the industry, in handling data securely ...This had its own risks and challenges, but Fortinet was quick to respond and helped in all aspects of the implementation."*

- M. S. Kannan  
General Manager, IT Support, and executive leadership team member  
Lason India Limiteda

40 FortiGate-60's  
3 FortiGate-100A's  
FortiManager

Industry: Business Process Outsourcing

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"The security solution was up and running almost immediately," said Mr. Kannan. Installing the FortiGate units was a simple 'plug-and-play' operation, and the solution was implemented almost painlessly.

### Success

Mr Kannan was impressed both by the ease of implementation and the turn-around times of the team from Fortinet India.

"Although there were some firmware issues initially, Fortinet was quick to respond in helping with all aspects of the implementation," said Mr. Kannan. "This level of support gives me -- and the Lason engineers -- peace of mind."

"The confidentiality of our customers' data is of paramount importance to companies like ours in the BPO industry. Customers are more confident doing business with you if they are assured of both security and privacy."

"Although there were some firmware issues initially, Fortinet was quick to respond in helping with all aspects of the implementation"

M. S. Kannan  
Lason India Limiteda

The FortiManager System is an integrated management and monitoring tool that minimizes the administrative effort required to deploy, configure, monitor, and maintain the full range of network protection services provide by FortiGate devices, supporting the needs of enterprises and service providers responsible for establishing and maintaining security policies across multiple, dispersed FortiGate installations. FortiGate-60 and Fortigate-100A systems detect and eliminate the most damaging, content-based threats from email and web traffic, such as viruses, worms, intrusions, inappropriate Web content and more in real-time - without degrading network performance.

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