

Tawasul Telecom

Fortinet enables flexible managed security services for businesses in the GCC region

Case Study

Situation

Tawasul Telecom positions itself as the premium network & information technology solution provider for corporate businesses within the GCC (The Cooperation Council for the Arab States of the Gulf) region. Tawasul Telecom operates in Kuwait, Saudi Arabia, Oman, Qatar, UAE and Bahrain, creating an effective and trouble-free communication between these countries. It also operates a pan-GCC IP/MPLS data network, which can support its extensive family of business services and solutions, ranging from basic VPN and hosting services to more sophisticated services such as managed security services (MSS) and full IT outsourcing.



As a service provider, Tawasul Telecom was looking at implementing security solutions that would protect its own internal network on one hand, and serve as the cornerstone of its MSS solutions on the other hand. The telco provider needed firewalls within its own network environment to provide controlled connectivity between different zones of trust. This control would be done through the enforcement of a security policy and connectivity model based on the least privilege principle, giving users minimal permission to access various parts of the network. On the MSSP side, Tawasul Telecom's objective was to offer reliable network security solutions to its business customers, which were looking for robust security without having the burden of network administrators or specialized security staff.

Solution

After evaluating security solutions from multiple vendors, Tawasul decided to deploy the Fortinet® integrated multi-threat security solution for the following reasons:

- Fortinet's FortiGate® security appliances could meet both the infrastructure requirements of Tawasul's headquarters and its customers' premises,
- FortiGate integrated multi-threat security appliances provided a full suite of security functions, including not only firewall but also, antivirus, anti-spam, IPS and Web filtering, allowing to meet the full range of customers' security needs,
- The FortiGate appliances offer unique virtualization capabilities which give the ability to virtualize, or "divide," each security device into multiple, separately provisioned and managed instances through integrated virtual domains, or VDOMs. FortiGate also gave the flexibility to easily add new VDOMs and licenses,
- Fortinet's security solutions offered comprehensive management, monitoring and reporting capabilities through the use of FortiManager™ and FortiAnalyzer™ devices,
- The FortiGuard® subscription services, available through the entire range of FortiGate appliances, provided attractive add-ons to the security solutions provided to the customers.

Deployment:
FortiGate -50B
FortiGate-60
FortiGate-100A
FortiGate-200A
FortiGate-500A
FortiGate-800
FortiAnalyzer
FortiManager

Industry:
Telecommunications

Tawasul deployed Fortinet's FortiGate-800 security appliance for its own firewalling needs. The provider also based its MSS offering on a suite of FortiGate appliances, providing to its customers the ability to opt for on-site and in-network solutions through its mFirewall CPE and mFirewall NET services.

Tawasul's mFirewall CPE service is built on the FortiGate-50B, FortiGate-60, FortiGate-100A and FortiGate-200A devices to match the varying size of its customers' networks. The device is installed directly at the customer's location to meet its demand for high interoperability with its own site security measures. The basic offer includes firewalling but customers can opt for additional security services, such as antivirus, anti-spam, IPS and Web filtering, on demand.

Tawasul's mFirewall NET, built on the larger FortiGate-500A devices, is based on the provider's own telco-grade security infrastructure, guaranteeing high levels of reliability and scalability to its customers. With this service, businesses do not need to deploy a dedicated solution internally but can benefit from the full range of security features offered by Tawasul's network. Tawasul's mFirewall NET enables high level of flexibility for implementation with potential reconfigurations to fit customer's security needs. Leveraging FortiGate's VDOMs, Tawasul Telecom can isolate the security services provided to each customer and separate the management of these virtual services – all from one hardware platform.

Eiad Jabr, senior product manager at Tawasul, explained, "Virtualization is a key element of our ICT strategy. Fortinet's security virtualization capabilities are unique in the security market and by leveraging this technology with our mFirewallNET offering, we further increase the efficiency and cost-effectiveness of our security solutions."

Tawasul Telecom centrally monitors and manages all the deployed FortiGate devices with FortiManager, Fortinet's integrated reporting and management platform. The provider also uses FortiAnalyzer's which monitors each individual device to deliver end-to-end reporting, logging, and even forensic analysis of security events.

Success

Tawasul's mFirewall services offers businesses high availability and high performance solutions at affordable prices. It also offers access to Tawasul Telecom's network of security experts, who centrally manage and administrate the various customer security solutions and become an extension of each customer's in-house IT staff.

As an integral part of its MSS offering, Tawasul Network Operations Center (NOC) provides and manages all hardware and software components of its mFirewall services and provides customers with 7x24 monitoring, management and troubleshooting. Tawasul's customers can access this service either via Tawasul VPN, available through the mFirewall services, or via a standard Internet - IPSec VPN connection.

Tawasul Telecom's network platform has been designed with no single point of failure to meet the most demanding needs of the telecom network. With the success of its managed security services, Tawasul is anticipated to become the premium network and IT solution provider within the GCC region and plans to expand its services further by further promoting Fortinet's full range of security services.

About Fortinet

Fortinet is the pioneer and leading provider of ASIC-accelerated unified threat management, or UTM, security systems, which are used by enterprises and service providers to increase their security while reducing total operating costs. Fortinet solutions were built from the ground up to integrate multiple levels of security protection--including firewall, antivirus, intrusion prevention, VPN, spyware prevention and anti-spam -- designed to help customers protect against network and content level threats. Leveraging a custom ASIC and unified interface, Fortinet solutions offer advanced security functionality that scales from remote office to chassis-based solutions with integrated management and reporting. Fortinet solutions have won multiple awards around the world and are the only security products that are certified in six programs by ICSA Labs: (Firewall, Antivirus, IPSec, SSL, Network IPS and Antispam). Fortinet is privately held and based in Sunnyvale, California.

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