

TeleCity

Leading Provider of Datacenter Services in Europe

Situation

As the leading provider of datacenter services and colocation infrastructure in Europe, TeleCity operates nine state-of-the-art data center facilities across six European markets. They provide secure, controlled environments for businesses that want to outsource all or part of the management of their technical infrastructure. Since the company's founding in 1998, they have been aggressively adding important value-added IT services to meet the needs of their data center customers, including bandwidth connectivity and management (built on their resilient multi-homed IP service platform), LAN extension services, backup and storage and infrastructure monitoring, among others.

With rapid customer growth of 47% last year alone, TeleCity now has well over 500 customers. They include 75 of the world's major carriers, service providers and ISPs; public sector groups, small-to-medium enterprises, and organizations from the media and online. The company also hosts many major international Internet exchanges, including LINX (London), MaNAP (Manchester), AMS-IX, (Amsterdam), among others. In 2003, TeleCity was awarded "Best Co-location Provider" by the UK Internet Service Provider Association in recognition of its outstanding data center facilities and high levels of customer service.

Challenge

In preparing to launch their managed security service (MSS), TeleCity knew that the threat to online security was a permanent and growing problem, with the frequency, severity and sophistication of cyberattacks increasing everyday. The security problem was made very evident when TeleCity received notice that a server belonging to one of their co-location customers had been compromised, and was inadvertently hosting infringing content. This confirmed the need for TeleCity to offer an MSS solution to all its customers.

After a competitive vendor evaluation effort, TeleCity selected Fortinet as their network security partner with whom they could develop a successful MSS business. They needed both a high-capacity central office platform and a family of integrated products and services for provisioning and managing best-in-class security services while keeping costs low.

Solution

Ideal for the MSS business, Fortinet's award-winning FortiGate™ series of ASIC-accelerated Antivirus Firewalls are the new generation of real-time unified threat management (UTM) systems. Each member of the scalable, flexible FortiGate family of appliances provides a full range of network-level and application-level protection services in a dedicated, easily managed platform. Full protection is provided without degrading network performance.



"Our managed security service has been very successful at meeting our customers' demands for full network protection..."

...we've been very pleased with the selection of Fortinet as our security technology partner, whose products and services have enabled us to offer industry-leading security services in a cost-effective way".

Andy Horn
TeleCity's UK & Eire
Managing Director

Fortinet Products In Use:

- FortiGate-60
- FortiGate-300
- FortiGate-500
- FortiGate-3000

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"With Fortinet building the underlying antivirus and ASIC technology, they have direct control over the destiny of the FortiGate platforms. Both TeleCity and our customers benefit from the attractive per-box licensing model that eliminates costly per-function and per-use license fees charged by competitive solutions, many of which rely on 3rd party technology," said Carl Windsor, TeleCity's Chief Technical Consultant, responsible for development of all new services in the UK.

In just 15 months since the initial launch of their managed security service, more than 50% of TeleCity's new IP customers at their London, Manchester and Dublin centers have signed up for the service.

INTEGRATED DEVICE MINIMIZES COSTS

By relying on a single device instead of a mix of different vendor solutions to provide protection, the MSSP can minimize its capital and operating expenses associated with providing full network and application protection to its customers. TeleCity uses the FortiGate 60, 300, 500 and 3000 products to offer managed firewall, VPN, IDP and AV protection. Further cost reduction is achieved by provisioning multiple concurrent customers on single FortiGate-3000 systems, using virtual domains to provide the equivalent of completely separate firewalls. The operational consistency across all Fortigate platforms helps TeleCity offer fast, flexible customer response while enjoying the benefits of homogeneous network management.

INSTANT THREAT UPDATES - A CRITICAL ELEMENT

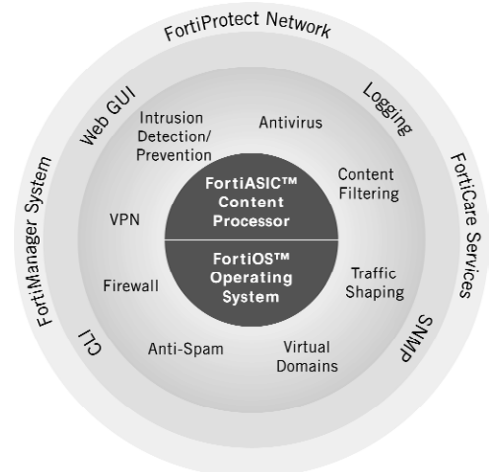
To constantly update the FortiGate systems with new virus and attack signatures, Fortinet operates its FortiProtect™ Dynamic Update Service. Once Fortinet's in-house Threat Response Team releases a new attack signature, the high-availability FortiProtect Network is able to update all 60,000+ FortiGate systems installed worldwide in a matter of minutes.

"When the MyDoom worm was released earlier this year, the FortiProtect network did a great job, updating all our FortiGate systems almost instantly", recalls Windsor. He adds: "We were catching the worm for all our customers a good 12 hours before a competing antivirus platform was updated by its service and able to catch the worm. The whole FortiProtect system is brilliant - a must-have for an MSSP. Fortinet offers our customers better protection than anything else out there."

"In fact, the FortiProtect Center and their Threat Response Team offer the most timely and comprehensive source of attack information. They regularly provide us with notification well ahead of other well-known industry-leading services. Our operations team has come to rely on them on a daily basis."

IMPORTANCE OF REPORTING

One challenge an MSSP faces when doing its job well is less visibility, because their customers no longer experience breaches in their security. In TeleCity's case, Windsor points out that "the FortiGate products are so good that the customers aren't aware of how well protected they are. We are starting to take more advantage of the FortiReporter™ capabilities to offer additional regular reporting so our customers see the thousands of attacks being blocked weekly. These metrics give the customer more visibility of the value our managed security services provide." He estimates that three to four million worms have been blocked for their London-based customers alone over the past 6 months.



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Carl Windsor
TeleCity's Chief Technical Consultant.

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