

Jenny Craig

Retail - Weight-Loss Management

Situation

To millions of people, "Jenny Craig" is synonymous with "weight loss." Jenny Craig co-founded the company named after her in 1983 with her husband Sid. It rapidly grew to one of the largest diet and weight management companies in the world with more than 10 million past and present customers during 21 years. To better serve its growing customer base at hundreds of retail stores, Jenny Craig, Inc. required secure real-time information and a highly scalable, centrally managed solution.

Jenny Craig operates its program for weight loss and weight management through 648 retail Jenny Craig Centres in the U.S., Canada, Australia, New Zealand and Guam. Headquarters are in Carlsbad, California. A portion of the Centres are franchised. The majority are company owned and operated. The entire enterprise including franchises employs more than 3,000 people espousing a common ideal: Permanent weight loss requires you to understand the nutritional value of food and watch what you eat in addition to exercise. The idea took off in the form of personal counseling and packaged meals and mushroomed to international success.

Upon reflection, the Jenny Craig Board of Directors found the company's strength was on-going relationships with a past and present customer base. The Board decided to improve interactions with this base and strengthen counseling and retail services. Jenny Craig began to modernize IT to these geographically diverse retail locations including new data warehousing and telephone systems. But before it could roll out a critical new web-based client profiling application, the company needed to boost security and network capabilities to protect personal customer data and improve the efficiency of remote computing operations at the Centres. After a competitive product review, Jenny Craig selected Fortinet for a broad implementation of its FortiGate Antivirus Firewalls.

Solution

Jenny Craig's evaluation process was driven by the need to find an effective but simple-to-deploy solution for implementing and managing IT security in hundreds of distributed Centres. Most had no on-site technical staff so the company sought a way to centrally manage these sites while easing the burden of providing and maintaining secure IP connectivity.

"I was interested in anything that had a converged-feature perimeter device," says Jeff Nelson, Director of Information Technology at Jenny Craig. Nelson's group benchmarked several top solutions and chose Fortinet's FortiGate Network Security platform after a successful field test.



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Jeff Nelson
IT Director
Jenny Craig

Industry: Retail - 648 International Weight-Loss Management Centres

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"Fortinet's ASIC-accelerated systems represent a new way of providing both perimeter and core network security," Nelson says. "It makes a lot of sense, and is cost-effective especially for a distributed network with many small locations. We did a detailed analytical and performance assessment of the competing products, and found that the feature set and pricing of Fortinet's FortiGate network security platform best fit our needs."

Fortinet's FortiGate network security platform includes best in class capabilities for antivirus, firewall, IPsec VPN, intrusion detection and prevention, content filtering and traffic shaping at one price with no per-user license fees. Models vary by capacity and connectivity requirements. Virus, intrusion and web content filtering update services are also available through the FortiProtect and FortiGuard subscription offerings.

Jenny Craig has installed FortiGate 60s in more than 100 retail Centres and centrally manages these systems using the robust FortiManager platform. The rollout continues and will eventually cover more than 400 North America locations. The company also installed FortiGate-800s at headquarters and FortiGate-400s at its web hosting provider. Jenny Craig centrally manages and configures all FortiGate systems using the real-time reporting and logging capabilities of the FortiManager platform.

"Simple, centralized management and automatic updates by Fortinet make this a successful hands-off experience for us."

Success

Smooth deployment of the FortiGate-60s encouraged Nelson that the right security platform had been chosen. Jenny Craig has made immediate progress toward achieving its security mandates and reducing operation staffing and support requirements.

Jeff Nelson
IT Director
Jenny Craig

Before using FortiGate platforms, Jenny Craig secured web access by routing all Centre web traffic through a dedicated home office server. A filtering process there controlled appropriate access to web sites but was a congestion point and single point of failure with no ability to provide complete content protection. With FortiGate systems installed, Centres can now go directly to the Internet with safe, secure IPsec VPN tunnel connections. FortiGate-400s at the web hosting provider act as VPN concentrators and effectively authenticate all access to company intranet-based resources. They deny non-authenticated traffic without having to use certificates of authority or static IP isolation. The FortiGate platforms restrict web access to about two dozen authorized web sites; ensuring appropriate use of company assets by Centre retail staff.

"Since we installed the FortiGates, we have had no known incidence of malware on our Center PCs," says Nelson.

The FortiGate systems have also improved secure remote access from Centres. The retail staff no longer has to maintain or use clumsy VPN client software to manually connect to the home office or use the web. High-speed Gigabit Ethernet or USB ports on the FortiGates provide secure, always-on connections through broadband links. High-speed connectivity also ensures the FortiGate system can be placed directly inline within the network without slowing down network performance like host based systems or older ASIC-assisted point product solutions.

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Bottom Line

The FortiGate systems provide secure remote access and effectively control access to web resources. The company benefits enormously with no downtime from malware since installing the FortiGate network security platform. And they've made life much easier for the IT department, according to Nelson.

"The centralized system manageability is excellent," Nelson says. All configuration changes are done from our FortiManager system at headquarters. "Troubleshooting and updating from a central management point is very popular with our network engineers. It saves us tremendous time over the tedious, one-off manpower intensive approach we used before Fortinet." The Fortigate systems automatically update antivirus signatures and web content filtering in all Centres for the most current protection.

"Simple, centralized management and automatic updates using Fortinet's FortiProtect service make this a great hands-off experience for us," Nelson says.

Jenny Craig also sees great economies of scale with FortiGate systems. "When we have 500 platforms out there, we'll be able to manage all of them centrally with one person, possibly part time," he notes. "FortiManager's capability to centrally automate and control FortiGate antivirus firewalls, and to parse out management responsibilities by role are significant benefits for us."

Nelson also cites noticeable performance gains at the network level and the useability level. "The ASIC-accelerated advantage is tremendous for keeping unwanted traffic off our network and speeding through Jenny Craig's desired video and data traffic in real-time," he says. "We have had no stability issues with the FortiGates."

Jenny Craig expects a rapid payback for its investment in Fortinet sytems. "Comparing value against existing technologies that we currently employ, all other things being equal, the return on investment looks to be roughly 12 to 18 months," Nelson says.

Why Jenny Craig Chose Fortinet

Fortinet had the largest set of best in class, ICSA-certified security features at the lowest cost

Fortinet's superior performance, ASIC-acceleration and multi-gigabit performance

Simple, centralized manageability of the systems eased IT's workload, operation expenses

Jenny Craig's company network is now safer and more efficient

It enabled integrated security for Jenny Craigs's new client profiling application

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