

VocalNet

MSSP Standardizes on Fortinet for VoIP Security

Case Study

Situation

VocalNet Inc. is a premier provider of next generation integrated voice, data and managed network and securities services located in New York and is one of the first companies in the nation to provide next-generation integrated voice, data and securities services over Internet protocol (IP). VocalNet's mission is to deliver high-quality, cost-effective managed communications and threat management services, enabling customers to focus resources on their core business rather than IT infrastructure.



Already one of the nation's oldest and most experienced voice over Internet protocol (VoIP) providers, VocalNet has progressed to a leadership position at the peak of the managed voice, data, security and network services industries. VocalNet has established its reputation for high quality, customer centric VoIP telephony and data network solutions that commute cost savings, enhanced service quality and consolidated support to the end user.

In 2007, VocalNet purchased a Fortinet® FortiGate®-1000A system for internal firewall protection. Realizing the benefits of the solution and how easy the Fortinet appliance was to deploy, the company began to consider the possibility of using Fortinet to compliment its VoIP offering by adding network security. Recognizing the inevitable interactions between IP telephony and network infrastructure, VocalNet opted to deploy Fortinet products as a critical link in a comprehensive IT solution.

"The Fortinet appliance was so successful when we deployed it internally that we realized that we could offer it as a new service to our VoIP customers as many of them didn't have a reliable network security infrastructure in place," commented Timothy Kahl, project manager at VocalNet. "VoIP is dependent on so many components of the end user's IT network that it requires an effective VoIP provider to control as much as possible; security of hardware being of utmost importance."

Solution

When a customer approaches VocalNet with the need for network security, a thorough network evaluation is completed so that VocalNet can assess the needs of the individual company. Upon completion of the assessment, the most appropriate Fortinet appliance is recommended for deployment either at the customer premise or hosted at VocalNet headquarters.

If it is determined that VocalNet will host the network security solution, the customer network is managed via a FortiGate-1000A network security system. With Fortinet's virtualized Domain (VDM) technology, VocalNet can manage up to 250 customers via individual virtual domains with the FortiGate-1000A. Network security virtualization provides a separately provisioned and managed security domain for each of VocalNet's customers, giving VocalNet's IT administrators flexibility in policy configuration and traffic management capabilities for each customer.

When it is decided that the customer will have a Fortinet appliance deployed at their site, VocalNet finds the appropriate Fortinet appliance and works with the customer during deployment.

Depending on the needs of each customer, different network security functionalities are enabled. Some customer may want just firewall while others will want all security functionality which include firewall, virtual private network, antivirus, antispyware, anti-spam and Web content filtering.

"With Fortinet's flexible framework it's up to the customer what type of network security protection they want and we can easily meet the needs of our customers," added Kahl.

No matter where the Fortinet appliance is located (either customer site or at VocalNet headquarters) all network analysis of the Fortinet appliances is done via a Fortinet FortiAnalyzer™. The FortiAnalyzer allows VocalNet to remotely analyze all Fortinet devices no matter where they are located -

Deployment:
FortiGate-1000A
FortiAnalyzer
Multiple FortiGate products

Industry:
MSSP

either deployed at customer sites or at the VocalNet data center. The FortiAnalyzer system easily aggregates, analyzes and reports on Internet usage of all customer networks. FortiAnalyzer also allows VocalNet to deliver highly relevant network reports and valuable intelligence on network usage for each individual customer.

Success

One of the greatest benefits of the Fortinet solution is that VocalNet has been able to expand its VoIP offering by providing customers integrated and consolidated network security. "The Fortinet solution has allowed us to offer a new service to our customers," commented Kahl. "Not only are we able to meet the network security needs of our VoIP customers, but we have been able to expand our business model to help grow revenue."

Using FortiAnalyzer, VocalNet can now offer customers unparalleled network security reporting that meets the needs of the individual customer.

"With many different Fortinet appliances located at customer sites and at our headquarters, reporting could possibly create headaches," added Kahl. "Fortunately we have FortiAnalyzer which allows us to easily assess and monitor the networks of all our customers and provide real time specific reports tailored to the needs of each customer."

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 seven programs by ICSA Labs: (Firewall, Antivirus, IPSec, SSL, Network IPS, Anti-Spyware, and Anti-Spam). Fortinet is privately held and based in Sunnyvale, California.

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