



*“We’re leveraging Fortinet Security Fabric for our large, enterprise-scale FortiGate deployments to help us deliver our managed security services securely and efficiently around the world.”*

*- Charles Arnett,  
Director of product management,  
Trustwave*



## Global Powerhouse Delivers Managed Security Services Efficiently and Effectively Around the World

Chicago-based Trustwave provides a comprehensive suite of information security solutions to over three million clients, spread across almost 100 countries worldwide. Trustwave offers customers industry-leading managed security services, award-winning technology products, as well as consulting and systems integration. The company was founded in 1995 and employs over 1,400 security-minded professionals.

As a global managed security services provider (MSSP), Trustwave was one of the pioneers in providing consulting and solutions to businesses needing to attain compliance with the stringent Payment Card Industry data security standards (PCI-DSS). Paul Newell, director of product management at Trustwave, elaborated, “In addition to being technically complex, many of the PCI-DSS requirements are very expensive, especially for smaller businesses that don’t have extensive resources: Our aim is to remove the more technically challenging aspects of becoming PCI-DSS compliant. We have the expertise and the tools that enable merchants to achieve compliance efficiently and economically.”

A key component of the multi-faceted PCI-DSS is the deployment of an industrial-strength firewall. As a leading MSSP, Trustwave supports a broad range of vendors based on customer preference for technology choice. These technology preferences by customers lead Trustwave to support market leading technologies such as Fortinet. “Trustwave is neutral in terms of security vendors” noted Newell.

### Details

**Customer:** Trustwave

**Industry:** Managed Security Services Provider

**HQ Location:** Chicago, Illinois

### Business Impact

- Centralized control of 25,000 FortiGates worldwide
- Drastically improved resource utilization
- Auditable proof of PCI-DSS compliance
- Accelerated configuration changes

Trustwave's services clients range from small businesses to large scale, internationally recognized hospitality and retail chains. One of the company's larger accounts – a quick service chain with over 10,000 locations worldwide – uses thousands of Fortinet FortiGate enterprise firewall appliances to secure each of its facilities. Charles Arnett, director of product management at Trustwave, described, "As with all our firewall devices, change control and management processes must be able to be done at a large scale. Without a strong central management platform, providing this for our customers was very labor intensive and cost prohibitive for us to support."

## FortiManager Serves Up the Benefits

The implementation of multiple Fortinet FortiManager appliances was a logical next step for Trustwave's MSS team. Arnett commented, "FortiManager enables us to leverage the sophisticated management capabilities and functionality across the entire infrastructure. The FortiGates work nicely on their own but with the addition of FortiManager we have all the benefits of centralized control and data collection."

The FortiGates and FortiManager constitute key components of the Fortinet Security Fabric; an integrated, collaborative, and adaptive architecture designed to deliver distributed protection for global enterprises against threats from physical, virtual, and cloud-based vulnerabilities.

Arnett continued, "We're able to drastically increase efficiency and accelerate configuration changes. The FortiManager's capabilities for auto-discovery, group management, and global policies enable us to quickly implement PCI-DSS requirements and provide auditable evidence that we're maintaining regulatory compliance for our clients."

## Centrally Managing 25,000 FortiGate Appliances

The positive impact for the quick service chain has resulted in an initiative to place the company's entire portfolio of FortiGate enterprise firewalls under the management of FortiManager appliances. "Ultimately we'll have over 25,000 FortiGates being coordinated from our centralized control facilities," remarked Newell. "We can pass the savings – from lower initial deployment costs and ongoing operating expenses – on to our clients; and position ourselves to be more competitive in the marketplace."

FortiManager plays a critical role in enabling Managed Security Service Providers and Carriers to provide seamless protection across the global enterprise, delivering actionable alerts through a single pane of glass in a unified management console.

## Communicating, Controlling, Contributing

As a great demonstration of the benefits of how the Security Fabric is designed to communicate with a vast ecosystem of third-party solution providers, FortiManager APIs are being used to integrate the Fortinet next-generation firewalls with Trustwave's back-end MSS systems. "The RESTful API support of FortiManager and Fortinet Security Fabric allows us to communicate with the whole Trustwave managed security services stack, giving access to an accurate, timely, single source of data collected from the thousands of FortiGate appliances we have in the field," stated Arnett.

He concluded, "Trustwave has a strategy to partner with best-in-class solutions providers. We're leveraging the Fortinet Security Fabric for our large, enterprise-scale FortiGate deployments, to help us to deliver our services securely and efficiently around the world."



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