



*“We needed security, reliability and integrity within the network and digital channels. Fortinet offered us everything we needed and more.”*

– Cesar Obando  
Head of IT  
Alianza del Valle Cooperative



**Alianza del Valle Ltda.**  
Cooperativa de Ahorro y Crédito

## Secure Financial Solutions

Alianza del Valle Cooperative now has greater perimeter security control of its network and much simpler management.

Savings and Credit Cooperative Alianza del Valle Ltd. is a leading institution in the financial sector, with 45 years of experience in Ecuador. From the beginning of its operations in 1964, the company has focused on satisfying its members, supporting its community, and providing security and reliability.

The institution has diversified, taking it to its current leadership position as the largest among the medium-sized cooperatives sector. It currently holds assets equal to US\$173 billion thanks to its products and services offering.

With more than 10 branches nationwide and 140 employees throughout its locations, the IT Department plays a key role in ensuring the operation’s excellent level of customer service takes place in a strong and secure environment.

Since 2009, Fortinet has been a technology partner for the Alianza del Valle Cooperative, offering it a platform that ensures secure connectivity to keep up with its rapid business growth. The implementation of Fortinet’s technological solutions allows the Cooperative to optimize resources and improve processes for greater control over

### Details

**Customer Name:** Alianza del Valle Cooperative  
**Industry:** Financial Services  
**Location:** Quito, Ecuador

### Need

- An architecture that provides network security and facilitates the flow of its digital channels.

### Challenge

- Finding a secure platform that would allow it to maintain and enforce its security policies for the organization and its partners, while keeping information readily available and simplifying the use of its digital channels.

### Results

- Fortinet’s platform and architecture have been instrumental in the Cooperative’s significant growth since 2009, during which it grew 20 percent in product transactions and financial services.

its digital channels, providing its members with the necessary security when using transactional services over its various digital channels.

“We remain confident in Fortinet’s reputation, as well as in the projects it has worked on with the Cooperative; it has always proved itself worthy of that reputation,” said Cesar Obando, head of IT for the Cooperative. “Additionally, the support Telalca, one of Fortinet’s channel partners in Ecuador, has given us during a successful project completion has been top-notch.”

## Connectivity and Growth

In its efforts to build a secure network, the Alianza del Valle Cooperative instituted many manual and semi-automatic procedures that hindered members’ abilities to quickly and securely use its digital channels. Additionally, the processes required a great deal of time and management resources.

To improve the situation, the Cooperative entered into a strategic alliance with Telalca, and through them with Fortinet. The company chose Fortinet architecture to receive its IT services, which meet the Cooperative’s needs while at the same time providing both connectivity and security.

“Fortinet met our specific objectives of security, reliability and integrity for our applications whenever our members use the service,” said Obando. “Our investment in this solution has seen an excellent return on investment in just 24 months.”

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## High Customer Satisfaction

With a high-volume digital channel environment such as that of the Cooperative, the biggest challenge was to find a secure platform that would enforce security standards for the organization and its members.

The IT Department was responsible for providing security at the time of transaction and generating a random number to serve as an authentication factor.

To solve this problem, the Cooperative went to Fortinet’s IT services, which enabled the features described and provided useful transaction management.

“The availability of safe and reliable services through all our digital channels has been a benefit to the thousands of members who trust our institution,” emphasizes Obando. “We also achieved a continuous improvement in our process optimization, eliminating manual activities that led to operational risks and slow service delivery. This is a major differentiator that has made our services even more usable.”

Over a six-month period, various activities were conducted in order to provide the Alianza del Valle Cooperative with a comprehensive solution.

## Continuing to Grow with Fortinet

Fortinet offers customer support in Ecuador through Telalca, one of its leading channel partners in the country.

“We are implementing more Fortinet products in our organization, which have enabled us to meet our business objectives and align ourselves to financial growth, and also for those who visit our offices and establishments as part of our commitment to deliver the best care and service available,” said Obando.

“With Fortinet, we now have centralized management, thanks to it being an alliance with a single vendor and channel,” the IT manager of Alianza del Valle Cooperative added. “We are pleased to use a service that allows secure dynamic transactions and exceeds our members’ expectations.”



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