



### Seccom Global

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*– Michael Demery,  
Director & Co-Founder, Seccom Global*

## Seccom Global’s competitive edge driven by Fortinet



Managed security service provider’s standardisation on Fortinet technology underpins rapid growth, expanding market share, low TCO and value for money for customers.

Seccom Global, a Fortinet Platinum Partner, was founded in 2003 by co-directors Michael Demery and Michael Shine. As one of Australia’s fastest growing Cyber Security providers, Seccom Global is recognised as a market leader in managed security service provision (MSSP) and wireless solutions. In order to provide secure core-to-edge services to their customer base, Seccom Global decided from day one to implement Fortinet’s market leading high-performance cyber security solutions.

That strategy has proven to be prudent. Seccom Global was named in 2015 as one of Forrester’s Top 20 APAC MSP providers and has been recognised by Gartner four times. They currently offer a comprehensive range of services, many based on Fortinet’s technology, tailored to meet the needs of their diverse clientele in Australia and across the globe. Indeed, since 2003 Seccom Global has installed in excess of 500 individual Fortinet units, the bulk of which are FortiGate firewalls, as well as multiple instances of FortiMail, FortiAnalyzer, FortiManager, FortiToken, FortiWeb, FortiAPs and FortiDDoS.

### Early adopters

In 2003, providing managed security services was just beginning to gain traction. “Both Michael Shine and I recognised that this was going to be a growth industry,” says co-founder Michael Demery. “Network security was already a big issue but few organisations had the staff or expertise to develop in-house protection for their networks. So we decided to start Seccom Global to address this emerging market. We had considerable experience in the ISP arena so we knew how to set up an ‘as a service’ operation. But we needed a security partner that could match our vision.”

### A tall order

Demery and Shine had a clear agenda when it came to selecting a security partner. “First and foremost we wanted a solution that would provide value for money for our clients and a low TCO for us,” says Demery, “whilst maintaining the highest levels of protection. Plus we wanted a vendor that would be leading edge and a visionary. We were planning to grow and we wanted a vendor that could keep up.

“In addition, we knew that the relationship would be ongoing so we needed a vendor that we could work closely alongside. In effect, the vendor would be seen as an extension of our business. So we needed a vendor we could trust.”

### Details

**Customer Name:** Seccom Global  
**Industry:** Managed information security service provision  
**Location:** Sydney, Melbourne

### Challenges

- Provide value for money for customers and realise low TCO for themselves
- Ensure the highest level of protection combined with low latency access for customers
- Engage with a visionary vendor that would continue to develop advanced security solutions

### Benefits

- Ensures a secure, scalable platform for continued growth
- Evolving solution set provides additional products/service for Seccom Global to provide to clients
- Standardisation with single vendor results in specialist, in-depth knowledge base

### Deployment

- Hundreds of FortiGate firewalls
- Multiple instances of FortiMail, FortiAnalyzer, FortiManager, FortiToken and FortiWeb
- Increasing number of FortiAP and FortiDDoS deployments

## The competitive edge

At the time, the concept of UTM (unified threat management) was new to the market and Fortinet was still relatively unknown. But that was changing quickly. “We recognised that Fortinet had a unique approach to meet the changing threat landscape,” says Demery. “That gave us a competitive edge to distinguish ourselves from other emerging MSSPs. Since then we have continued to partner with Fortinet as they have shown the vision and foresight to build on their original technology to become a market leader.”

## A close partnership

Today Seccom Global and Fortinet are the model for successful partnerships. “We value Seccom Global as a Platinum Partner and make every effort to support their initiatives,” says Merrilyn Gardiner, Channel Manager at Fortinet. “We have developed a series of customised training programmes that we conduct at their premises on a monthly or quarterly basis. We work closely with them to support strategic accounts and provide technical back-up for their help desk. Plus we are assisting them on their social media engagements and have co-branded the Fortinet ThreatMAP for their own use. Like Seccom Global themselves, we view them as an extension of our business. What’s good for them is good for Fortinet.”

## New solutions – new services

Fortinet’s comprehensive core-to-edge solution set has enabled Seccom Global to expand the services that they offer to customers. “We took a calculated risk with a single vendor,” notes Demery. “We could focus all of our resources into a unified platform to develop the expertise we would need. Now, more than a decade later, our investment of time, resources and staff into the Fortinet brand has paid major dividends. We have been able to bring on a raft of new services based on Fortinet’s solution set and we don’t anticipate any slowdown in the future.”

Training has been a key factor in Seccom Global’s growth. They currently employ six full-time Fortinet NSE (network security expert)-certified engineers including an ex-trainer and maintain a highly skilled account management team with extensive security experience. “Because we focus on a standardised, unified solution set,” says Demery, “we have built up a knowledge-base second to none. So when it comes to delivering security services, we can sell our solutions with 100% confidence – and our customers benefit from the depth of our expertise.”

## Strong growth

“We firmly believe that partnering with Fortinet and building our initial business model around their technology has enabled the strong business growth that we have achieved,” says Demery. “We’re looking at offering more services around advanced threat protection both from external threats as well as within. We also see growth related to WiFi and mobility, both of which are well-supported by Fortinet. In addition, we can expand aggressively as Fortinet’s scalability and fast throughput mean that we have virtually no limit on capacity.”

“When we started Seccom Global we looked for value, vision, innovation and technical expertise in a vendor,” concludes Demery. “We selected Fortinet. Their focus on security and support matched our own. And now, more than a decade later, we are still well-matched in terms of growth, customer service and market share. Our partnership with Fortinet has proven to be the enabler for our continued success.”

## Impact

- Seccom Global, by standardising on Fortinet, offers cost-effective solutions for customers, a low TCO for themselves and a competitive edge in a dynamic marketplace
- Partnership with Fortinet has underpinned Seccom Global’s emergence as a market leader and provides an ever-expanding solution set for additional services
- Proactive account management ensures comprehensive training, support and joint marketing and sales initiatives
- Virtually no limit to capacity, technology and services as Seccom Global continues to expand their client base and service portfolio



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