



## Globetrotter Leverages Fortinet's Access Points and Firewalls *Easy to Manage and Highly-Secured WLAN*

Globetrotter Travel Service AG operates a Wireless LAN that delivers on security and performance. The company capitalizes on all benefits from Fortinet's highly-secured WLAN solution.

"People who travel worldwide" prefer Globetrotter. These world travelers are the main customers of Globetrotter Travel Service AG, a Switzerland-based tour operator that leverages a team of travel specialists and consultants. While both at the office and on the road – which totals a few months each year - these professionals have fueled the steady growth for this leading Swiss travel agency that specializes in tailor-made travel packages. Globetrotter Travel Service AG has a workforce of around 250 people who live and breathe the company's motto "Travel instead of vacation" (Reisen statt Ferien).

### A Secure Network Across Switzerland

The travel market for individuals, businesses, groups and sports is highly competitive and success over the long run can only be achieved through efficient processes, adequate working tools and the highest availability for customers. These are the key drivers that compelled Globetrotter to deploy and operate a high-performance IT network infrastructure across Switzerland connecting all local offices in the country.

*"Fortinet's secure WLAN infrastructure has a proven track record across the entire line: performances, security, features and centralized management."*

– Michael Bucher  
IT Support Manager  
Globetrotter Travel Service

### Details

**Customer Name:** Globetrotter Travel Service

**Industry:** Tourism

**Location:** Switzerland

### Challenges

- Company-wide perimeter security
- Secure WLAN for all business offices

### Objectives

- Distributed FortiAP Access Points
- FortiGate UTM appliances in the data center
- Native Wireless Controller feature

### Benefits

- High-performance gateway security
- Secure WLAN for all branch offices
- Single-pane-of-glass management of all access points

In addition to a distributed network, external data communication to the Internet is exclusively provided through a data center, ensuring that all Internet traffic is filtered and secured by Fortinet's cluster of firewalls deployed on that layer. Two FortiGate-600C UTM appliances offer a wide range of high-performance security and monitoring features. Globetrotter also installed individual Fortinet UTM (Unified Threat Management) appliances at headquarters in Berne and at the Lucerne branch, home of the IT department, making it possible to apply maximum gateway security for any local user willing to access the Internet.

Fortinet's UTM appliances deliver all relevant network security features in a consolidated way, i.e., from a single, unified system. These features include application control, next-generation firewall, antivirus, VPN, advanced threat protection, intrusion prevention and Web filtering.

There are many benefits to providing end-to-end security features from a single appliance: a consolidated approach provides seamless and high-level monitoring of all traffic crossing the network. The solution also reduces the number of required hardware and software components, which in turn, cuts purchasing, licensing and maintenance costs, while significantly decreasing operating requirements in resources.

## The Same Advanced Security for Wireless and Wired

Globetrotter designed an iPad App that presents travel destinations and packages in a way that's impressive and inspiring. This includes using imagery independent from specific computer desktop or fixed equipment where such resources may be stored. Along with Globetrotter's service came a requirement to deploy wireless connectivity at all sites.

"We initially installed traditional access points (APs) in some branch offices. But we found it very time-consuming to install new firmware or update each AP with the latest security features and signatures," said Michael Bucher, member of the company's IT team. "Consequently, we decided to look for a more advanced solution that would support centralized management of all access points, facilitate the distribution of new software versions and deliver tamper-proof security on our WLAN."

Globetrotter went for a scalable, secure WLAN solution from Fortinet, which was deployed across all business

offices. The approach leveraged the already-existing FortiGate 600C cluster, which touted powerful wireless controller features in addition to standard UTM features. Today, all data traffic to and from distributed APs are monitored from a central security appliance. Relevant defense and security mechanisms are applied to WLAN communications and, as a result, the WLAN network is as secure as the wired LAN network.

In addition, Fortinet's secure WLAN solution drastically simplifies the management of APs through central management of all access points and automatic distribution of updates, signatures and related security features. The solution also eases the process of implementing individual security policies for each of the SSID networks streamed in parallel, by leveraging a single physical AP managed from an AP controller. This function is performed through an easily operated configuration and management console.

"Although at present we mainly use our WLAN infrastructure for the consultant app, we plan to broaden its scope of use," Bucher said. "We plan to welcome guests on our network using SSIDs that are specific to them, and therefore distinct from our corporate network. Note that we are also currently migrating to wireless payment terminals, which require the implementation of specific network security policies. We can handle this issue with our Fortinet solution."

## Challenging Requirements

Globetrotter evaluated the implementation of its secure WLAN based on various requirements. For example, the company required complete separation of networks relying on tunnels in order to secure communication between APs and the wireless controller. Consolidating relevant security features available for all APs was also a must: Globetrotter needed a single platform that would support its distributed environment.

Flavio Boniforti, IT security specialist at First Frame Networkers AG, Globetrotter's IT service partner, said that the company placed great emphasis on high-performance and scalability: "The Fortinet secure WLAN solution used by Globetrotter is scalable and provides premium performance. The company's future bandwidth requirements and support for concurrent users will be secured for years because of the double-digit megabit performance Fortinet delivers. Having a broad selection of access points is also a major benefit.

*“With the ability to support two radio frequency ranges, (dual radio, 2.4 and 5 GHz) and data rates of up to 600 Mbps. With the support of a variety of standards (a/b/g/n), we have a solution available to any new or legacy user device. Moreover, Fortinet Access Points have PoE interfaces (Power Over Ethernet), which make a separate power supply superfluous.”*

## Easy Operation – Great Experience

Globetrotter’s comprehensive secure WLAN project was implemented in only three months. The accelerated implementation time came about for numerous reasons, according to Bucher: “We were able to build on our existing UTM appliance infrastructure from Fortinet. The existing FortiGate 600C cluster already has a wireless controller, which freed us from additional costs and from deploying and supporting a new platform. Furthermore, deploying distributed access points was particularly easy. The APs were centrally pre-configured with each site’s specific IP addresses and firewall policies and sent to the individual branch offices. The APs were then installed onsite and connected to the network through an easily structured registration process. The local access points were linked to the central firewall through a secure IP connection, after which they were tested and manually provisioned by the relevant security manager.”

The significant support provided by our external IT partner was a key success factor, according to Bucher. “We have worked with First Frame Networkers AG from Baar for years. They know and care for our entire IT infrastructure. They provide the appropriate skills, and are regularly on site, while additionally assisting us with strategic planning. Our secure WLAN project clearly showed how important it is to have the best supplier in IT infrastructure and security at our side. Today we and our customers benefit from a wireless communications infrastructure that is second to none, providing unparalleled performances, security, features and management.”

*“Fortinet offers the same security for WLAN as for wired networks thanks to its integrated architecture.”*

– Flavio Boniforti  
Networking and Security Team  
First Frame Networkers AG

## Globetrotter Travel Service

“Travel not vacations.” This is the motto of Globetrotter Travel Service AG, founded in Berne in 1976. The slogan expresses the philosophy of this travel enterprise: the organization of travel across different cultural spheres. The motto is combined with the organization’s commitment to provide the best travel experience to its customers. The company employs about 250 people, operates 22 branches and generates annual sales of about CHF 170 million [about \$190 million US]. In addition to customized modular travel, the company, led by CEO Dany Gehrig, also offers business and sports travel services.

## First Frame Networkers AG

First Frame Networkers AG provides design, implementation and maintenance services of ICT infrastructure to customers since 1997. This includes network, workstation and server infrastructure as well as advanced solutions in areas of IT security, VoIP and unified communication (UC). The company, based in Baar (Zug Canton of Switzerland) provides everything from analysis and installation of complete systems to maintenance and support. The firm continues to grow: it currently employs 70 people (as of June 2013) and has successfully positioned itself in the SME [small and medium-sized enterprise] market dealing with large and international companies.



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