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– Paul Vinton, Owner and CEO of Intervolve and Ernst and Young’s Technology Entrepreneur of the Year in 2015 for the central region



Fortinet secures Intervolve’s growth trajectory in MSSP marketplace

Australian-owned and operated cloud hosting service provider Intervolve is investing heavily in Fortinet’s security solutions to secure their own data centres (nine across Australia and counting) and to underpin their Managed Security Service Provider (MSSP) offerings to clients.

“We have an installed base of more than 300 FortiGate Next Generation Firewalls to support our growing number of MSSP customers,” says Paul Vinton, owner and CEO of Intervolve. “In addition we base our managed secure email offerings on FortiMail and utilise FortiManager and FortiAuthenticator to manage our security infrastructure. Why Fortinet? It’s simple. No other security vendor comes close in respect to innovation, research and development and local support.”

Enhanced security, high availability and local support

Vinton, who is also the founder and CEO of South Australian technology company Vintek and Ernst and Young’s Technology Entrepreneur of the Year in 2015 for the central region, acquired Intervolve in February of 2016. “Data centres, and by extension managed security service provision, are one of the fastest growing industries both globally and in Australia,” he notes. “Intervolve represented a huge opportunity for us as it is entirely based in Australia. Intervolve’s customers can be assured that their data and applications will remain hosted domestically. This not only provides enhanced security but also ensures high availability and localised support.”

Details

Customer Name: Intervolve

Industry: Cloud hosting

Location: Data centres in nine Australian cities and Singapore

Challenges

- Protecting data centres from fast moving internal and external threats
- Adding customised MSSP services for expanding client base
- Building market share in increasingly competitive environment

Benefits

- Innovation provides basis for new products and services to clients
- Multiple deployment options support cost-effective and agile expansion
- Expert local support facilitates sales process and ensures high availability

Deployment

- 300+ FortiGate Next Generation Firewalls
- Security Subscription Services
- FortiMail
- FortiAuthenticator
- FortiManager

MSSP a fast-growing market

The MSSP sector is clearly an up-and-coming industry. Gartner estimates that the global MSSP market in 2015 was worth some US\$8.7 billion with a 21% annual growth rate. In Australia, market analysts indicate that close to 50% of Australian businesses currently use managed security services with email security the number one application followed by web gateway security and endpoint anti-malware. Increasingly, the key driver behind MSSP adoption is enhanced agility to respond to changing business environments and the move away from capital expenditures.

This market growth was the catalyst behind Vinton's acquisition of Intervolve. "Intervolve had a strong presence in Australia's state capital cities and represented immense potential," he continues. "In addition, Intervolve would be a complement to Vintek's solution set. So it made excellent sense to add Intervolve to our product and services mix and follows our plan for strong business growth."

At the time of the acquisition, Intervolve already had a significant investment in Fortinet security infrastructure. "We had installed the bulk of it in our role as a Fortinet Silver Partner and supplier to Intervolve," Vinton notes. "But much of the infrastructure was nearing the end of its life-cycle. So our first task after the acquisition was to upgrade across the board. Since then we have opened two additional data centres, one in Canberra and the other in Melbourne, with Singapore coming soon to tap into the Asia-Pacific market."

Fortinet architecture optimised for data centres

Vintek had achieved 80% growth in 2015 and anticipates close to 70% in 2016 across the whole Vintek/Intervolve group. "Fortinet is a key enabler for our performance," explains Vinton. "Fortinet's security fabric architecture is optimised for data centres specifically their internal segmentation which supports multi-tenancy security deployments. We can scale up or down seamlessly depending on client requirements. Fortinet's integrated management and load balancing gives us the agility to allocate resource when and where it is needed most. Plus the Fortinet infrastructure gives us additional flexibility to interact with other technology in our heterogeneous environment including IBM, VEEAM, Microsoft and VMware."

Local support

Equally important to Intervolve's successful business model is the support they receive from Fortinet's Australian technical and sales teams. "Intervolve is in many ways the perfect customer and Vintek is the perfect Fortinet Partner," says Mark Michael, Major Account Manager – SA for Fortinet. "Vintek is technically proficient. They have a number of certified Fortinet engineers on board, including a Network Security Expert (NSE) Level 6 Wireless Expert so they handle the bulk of their installations and



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support themselves. Plus they are proactive when it comes to adopting our latest security solutions. For instance, they have recently upgraded some of their operating systems to FortiOS5.4 to better support internal segmentation, the deployment of multiple security policies across their infrastructure and advanced reporting."

"Fortinet's support is a strong point," says Vinton. "Their local engineers give us superb service and, if the need arises, they escalate any issues to the international Fortinet tech team. We get the support of the entire Fortinet technical services team as required. Indeed, we work with Fortinet on a regular basis to help them refine their offerings when we see ways to improve services. Our relationship with Fortinet is a true partnership."

That synergy extends into sales. "Fortinet is always available as we approach new prospects," continues Vinton. "They are generous with demonstration equipment and have been exemplary when assisting with proof-of-concept exercises. Plus Fortinet's CTAP (cyber threat assessment program) has proven to be an excellent selling tool. Mark and his team are happy to help as we qualify and prepare quotes for new customers. We enjoy a close relationship with Fortinet and look forward to continued growth and collaboration."

Flexible deployment options for a competitive edge

Intervolve can add extra capacity as per client requirements. "With Fortinet's solution set we can bring on more FortiGate appliances for larger customers as appropriate," says Vinton, "or simply create virtual instances of FortiGate functionality for smaller clients. This approach means that we can expand our client base on a 'pay-as-you-go' basis without excessive upfront costings. This allows us to keep our own hosting fees competitive whilst giving us the agility to scale our services. As MSSP provision continues to expand, more players are entering the market. You have to be able to work smarter and more efficiently to build market share and maintain a competitive edge. With Fortinet as our strategic partner, we can do just that."

FORTINET

GLOBAL HEADQUARTERS
Fortinet Inc.
899 Kifer Road
Sunnyvale, CA 94086
United States
Tel: +1.408.235.7700
www.fortinet.com/sales

EMEA SALES OFFICE
120 rue Albert Caquot
06560, Sophia Antipolis,
France
Tel: +33.4.8987.0510

APAC SALES OFFICE
300 Beach Road 20-01
The Concourse
Singapore 199555
Tel: +65.6513.3730

LATIN AMERICA SALES OFFICE
Prol. Paseo de la Reforma 115 Int. 702
Col. Lomas de Santa Fe,
C.P. 01219
Del. Alvaro Obregón
México D.F.
Tel: 011-52-(55) 5524-8480