

CASE STUDY

# Colombian BPO Company Increases the Availability and Security of Its VPN Networks With FortiGSLB Cloud

In recent years, the exponential growth of demand for business process services has driven strong growth for Americas Business Process Services (BPS). The company was created in 2003, when two large Colombian corporations, Carvajal Tecnología & Servicios and ETB, partnered together. Since then, its mission has been to help its customers to grow and to be more agile by allowing them to outsource services such as technical and customer support, help desk, commercial management, contract centers, and more. From its inception, the company has aimed to integrate technology and innovation into its operations to provide unique and flexible solutions for its clients.

Today, Americas BPS has offices in four cities: Bogota (with three locations), Cali, Medellin, and Pereira. It serves close to 50 clients and has 5,000 collaborators who handle projects in Colombia and in several Latin American countries. Americas BPS's business is demanding in terms of technology and service availability. The company serves clients 24x7 in critical sectors such as government, healthcare, banking and insurance, compensation funds, education, energy, and technology. To meet customer needs, Americas BPS requires a technological infrastructure that supports secure and stable applications to reliably link customers and support centers.

## A Secure and Reliable Network To Support Business Operations

In 2018, on its path toward digital transformation, and empowering its business with cutting-edge technologies, Americas BPS looked to Fortinet to deploy perimeter security, virus protection, and secure and high-performance virtual private network (VPN) services. At the time, Americas BPS chose FortiGate to replace another manufacturer's solution whose level of security, simply put, did not reach the level of protection the company required.

Americas BPS previously deployed four VPN clusters with eight appliances at its largest site. Replacing these with FortiGates allowed Americas BPS to improve security performance with a single cluster composed of just two FortiGate appliances. It also gained additional benefits through the Fortinet Security Fabric by leveraging FortiAnalyzer for enhanced logging and reporting, increased visibility into network traffic, and better time management of IT staff time for security reporting issues. This solution also reduced configuration errors that could come from manual operations.

"Security improved dramatically with the Fortinet platform. Previously, the network had multiple vulnerabilities, and certain equipment failures generated random and risky behavior for our operations. Controlling these issues from the administration's point of view was very complex: It involved a lot of additional manual processes. Since migrating to Fortinet, the experience has become totally transparent, as we can apply the configurations to the entire network. The platform's overall stability has also radically improved," notes Andrés Camacho, head of technology services configurations at Americas Business Process Services (BPS).



*"FortiGSLB Cloud provided us with DNS-based load balancing to implement redundant connections, without having to maintain or manage our own infrastructure".*

- Andrés Camacho Contreras, Head of Technology Services Configurations, Americas Business Process Services

## Details

**Customer:** Americas Business Process Services (BPS)

**Industry:** Technology

**Location:** Colombia

## Business Impact

- Fast and effective implementation of FortiGSLB Cloud, integrated with the Fortinet Security Fabric
- Agile deployment on a Software-as-a-Service (SaaS) model without implementing new devices on-site or additional equipment

## Load Balancing To Face Changes in Business

Like the rest of the world, 2020 surprised Americas BPS with the COVID-19 pandemic. The company had to comply with the mandatory quarantine imposed in Colombia and reduce its on-site capacity to 35% of its regular operations in order to respect social distancing. Despite these constraints, the company had to sustain its operations since its clients continued to depend on its services. Some of its customers even expanded their demands, increasing the load on Americas BPS operations. For instance, companies in the health sector extended their response capabilities by broadening their telephone and digital media support.

Americas BPS received multiple, urgent requests from clients to maintain and even expand capacity despite the pandemic. To meet these needs, it was imperative for employees to be able to securely work from home. This led the company to generate a massive VPN policy deployment; a specific policy was generated for each client to allow employees to remotely access the company's networks and applications they needed. The process was completed very quickly, in just a few days.

The company decided to utilize Fortinet's global server load balance (GSLB) solution, FortiGSLB Cloud, to avoid disruptions to customer services and better handle application workloads. "FortiGSLB Cloud provided us with global, DNS-based load balancing to implement redundant, active/active connections, without having to maintain or manage our own infrastructure. Deployment was fast and smooth as this was a Software-as-a-Software (SaaS) solution, allowing us to easily scale VPN services. The SaaS model permitted a very agile deployment, without having to deploy new devices on-site. It was also easy to integrate with the Fortinet Security Fabric solutions we had," says Camacho.

Currently, Americas BPS has about 3,000 remote workstations and is planning to increase its teleworking stations given the ongoing trend and associated benefits. The integration of FortiGSLB Cloud with other Fortinet Security Fabric solutions in place have given way to a balanced, stable, secure, reliable, and scalable communications network. At times, the company can have more than 2,200 people connected simultaneously, either from its facilities or from employees' homes.

FortiGSLB Cloud provided load balancing across its network and cloud applications based on policies, with site selection according to application, server availability, and employees' location. DNS-based service helped to ensure business continuity by keeping the applications online and available even when a local internet provider had unexpected traffic spikes or network downtime. The solution was configured to accommodate specific settings at the time of deployment; if incidents occur, the fail-over between different service providers is fully automated, thus mitigating risks. The solution enabled Americas BPS to deploy redundant resources and to maintain the availability of its business-critical applications.

## Additional Security Layer for Service Agents

"We noticed that scalability is one of the key advantages of Fortinet's platform. Our more efficient operations may not just increase the number of customers, but current customers may also require additional projects. Hence, it's good to know the IT team can configure new required applications in the FortiGSLB Cloud and instantly have the platform's support," adds Camacho.

As availability is already guaranteed through the FortiGSLB solution, the next step will be to strengthen agents' security using the FortiClient EMS solution. Thus, Americas BPS aims to apply to its remote work operations all current on-site security policies regarding application blocking, web filtering, and antivirus, gaining additional insight into device information, status, as well as compliance to boost overall visibility into its network environment.

## Business Impact (contd.)

- Increase the security, performance, and availability of connections between remote stations and central offices, improving the experience of thousands of remote workers
- Allows virtual private network (VPN) connections to scale as business needs change
- Increased visibility of network traffic while reducing the time spent on security management
- Achieve corporate and customer data privacy through secure connections

## Solutions

- FortiGSLB Cloud
- FortiGate
- FortiClient EMS
- FortiAnalyzer



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