FORTINET

CASE STUDY

Wholesale Bank Migrates 100% of Its Workforce To a Secure Remote Environment With Existing FortiGate and FortiClient Solutions

BANCO FIBRA

Founded in 1988, Banco Fibra is a wholesale bank that guarantees precision, transparency, and speed to businesses in Brazil. Its business strategy is focused on serving medium and large companies in the most diverse segments and agribusiness. Fibra is built by people, but strongly reliant on technology. This combination guarantees agile, flexible, and customized business solutions to customers.

Information security is top priority at Banco Fibra. As a financial institution and potential target for cyberattacks, the company has always diligently preserved its customers' trust by protecting their data's integrity and confidentiality. This concern prompted the bank's transformation journey several years ago—one that would be key in strategically positioning the company within the business world's new digital environment.

A New Business Model With the Same Focus on Security

"The COVID-19 pandemic took everyone by surprise. There was a period of adaptation and necessary shift of mindset to embrace a new business model," mentions Lucas dos Santos Alves, network engineer at Banco Fibra. Despite the digital transformation in place, the institution didn't have a clear home office policy; remote work was not part of its culture, and the technological challenges were huge.

Banco Fibra was already a Fortinet customer, using FortiGate and FortiClient solutions before the COVID quarantine. The bank initially intended to use these solutions to provide network and endpoint security and improve operational efficiency. Now, faced with an unprecedented scenario, there was an opportunity to take advantage of these solutions' functionalities and quickly migrate the workforce to a remote model. In a matter of days, Banco Fibra deployed the required virtual private networks (VPNs) using the existing security solutions. "Fortinet worked very closely with us," dos Santos Alves says. "In less than 10 days, we were able to set up our remote-work environment with its appropriate policies, access rules, and user authentications among other features."

Security was, once again, of paramount importance for executives at Banco Fibra. The company needed a robust and comprehensive solution that could turn the remote-work model into a feasible one. "The biggest challenge was to extend the same level of security from the bank's premises to the homes of our 350 employees," dos Santos Alves says. "For this challenge, we relied heavily on Fortinet's team. The way different Fortinet

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– *Lucas dos Santos Alves, Network Engineer, Banco Fibra*

Details

Customer: Banco Fibra

Industry: Financial Services

Location: Brazil

Business Impact

- Quickly transitioned teams to a remote-work model, keeping the bank's operations running throughout the COVID-19 pandemic

- Maintained the high quality of its customer service in a remote-work environment

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Another great advantage for Banco Fibra was the integration of the FortiGate and FortiClient solutions with the FortiAnalyzer logging and reporting system. This solution allowed the IT team to access complete reports of data volume and log attempts and provided other functionalities, which enabled full control over user activities. This was essential to secure data integrity and confidentiality.

Removing Technical and Linguistic Barriers

After the initial setup of the new remote-work model, many adaptations were necessary to meet the employees' technology demands, particularly to define the user profiles and to ensure the secure access and the proper application performance. Another challenge was operating their softphone solution over the VPNs. Ensuring the performance of the softphone solution was important because it integrated with the customer relationship management (CRM) application the bank uses to provide customer service and monitor customer experience.

"We relied on Fortinet's support team to understand our particular situation, map out our solutions, and identify protocols," dos Santos Alves reveals. "We managed to have 100% of our operations running via the home office model, avoiding major impacts, and maintaining the quality of our customer service. Successfully migrating our operations was one of the major milestones of the cooperation between Banco Fibra and Fortinet."

According to dos Santos Alves, another crucial factor was the availability of the Fortinet Technical Assistance Center (TAC), which provided local support in Brazilian Portuguese. "In an emergency, it is much easier and reassuring to be able to communicate in your native language," the network engineer stresses.

Raising the Bar of Technology for Bank Services

"With regard to security projects, Banco Fibra always adopts a process of continuous improvement, with the use of new technologies and tools that further increase the security and resilience of its network, such as the use of a Wireless Intrusion Prevention System [WIPS]," dos Santos Alves says.

The bank is also currently considering expanding its VPN solution to achieve even more redundancy and availability. Another project involves expanding the security perimeter to the data center, providing even more scalability and better use of cloud resources in a natively secure format. "Fortinet is fully on board and committed to providing us with what we need for the future," he concludes.

Business Impact (contd.)

- Extended the bank office's high level of security to its 350 employees' homes

- Created the foundations to escalate the bank's digital transformation

Solutions

- FortiGate

- FortiClient

- FortiAnalyzer

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