FORTINET

CASE STUDY

Fintech's 1,600 Employees Ready To Telework in Just Three Days

creditas

Creditas is Latin America's leading online secured credit platform. In just over a year, it has experienced tremendous growth, expanding to a workforce of 1,600 employees. Yet, it has retained its agility, migrating its entire operations to remote working in three days, through the expansion of the Fortinet public cloud security solution.

Creditas was founded in 2012 to provide financial product comparison services, with its mission to provide Brazilians with access to better rates and credit terms. By 2017, the company was already the main financial technology (fintech) organization in the country offering guaranteed credit. In 2018, Creditas engaged with Fortinet for the implementation of a secure access project.

"Although Fortinet is the main cybersecurity player in the market, it was its extraordinary support that encouraged us to employ the company's services and solutions," says Ricardo Girardelli, Network Architect at Creditas. "Fortinet's engineers are highly specialized, with expertise in various areas and highly focused on innovation, which is one of our greatest interests. This versatility is a big draw. We tested 41 different features and capabilities, with highly satisfying results."

Secure Telework To Ensure Business Continuity

Creditas already had Fortinet Security Fabric solutions implemented at its two sites in the city of São Paulo. Aimed at protecting access in an integrated and centralized way, these solutions leverage FortiGate next-generation firewalls (NGFWs) as the core, managing FortiSwitch switches in the distribution and access layers, and a wireless environment based on FortiAP access points, both integrated into the FortiGate firewalls to protect the local-area network (LAN) edge. Creditas's software-defined wide-area network (SD-WAN) deployment with cloud on-ramps is extended to SD-Branch deployment with both Fortinet wireless and switching solutions. The entire operation was designed to enable secure direct communication between its 1,600 employees.

"In the office, it is our custom to exchange information in person and to get up to talk to others, instead of sending emails," Girardelli explains. "We feel that it speeds up communications, promotes mutual assistance, and enables greater responsiveness. We have evolved a lot in this sense."

Starting in March 2020, however, due to the COVID-19 pandemic, the fintech company had to find a quick and practical solution to enable employees to stay at home and work remotely.

> *"We implemented FortiClient based on the Fortinet solutions we already had to enable all our employees to access Creditas corporate resources anywhere and anytime from any web-enabled device with an internet connection. Fortinet's support was and is essential. During our meetings, Creditas presents its innovation projects to Fortinet, and the team helps us bring them to life in our environment."*
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> – *Ricardo Girardelli, Network Architect, Creditas*

Details

Customer: Creditas
Industry: Financial Services
Location: Brazil

Business Impact

- Successful migration of more than 1,600 employees to teleworking in three days, using Fortinet solutions on AWS and on-premises
- Integrated and centralized access control
- Secure access to the corporate network for all employees to guarantee business continuity

"We have always championed a collaborative and face-to-face work structure overall in the company," he says. "However, to prioritize the health and well-being of our employees and their families, it was important to adapt our processes to remote working."

Public Cloud Solutions Promote Effective Transition

Creditas developed and implemented a contingency plan, and two days later, with Fortinet's support, they were testing the solution. Fortinet presented its AWS and on-premises security solutions, including license management, auto scaling in the public cloud, virtual private network (VPN) concentrators in the public cloud, 3G connections, and alignment with internal processes.

"We made some adjustments together with the technical team to customize the processes," Girardelli explains. "Then we ran more tests and confirmed the results. [Fortinet] promoted the training of our teams, and provided all the necessary support. The entire company was trained very quickly."

Two days after the initial meetings, the team had 70% of the employees connected to the network, remotely and securely, reaching 100% the following business day, with only minor adjustments being needed in the first week of the remote work model. Creditas leveraged FortiToken and FortiAuthenticator secure access solutions to configure user identification profiles and enable two-factor authentication in its public cloud environment.

"The transition from working at the office to remote working has been highly successful," says Girardelli. "We all were involved in the process to get through this stage in the best possible way."

To protect its employees' endpoints, Creditas turned to FortiClient next-generation endpoint protection. "We implemented FortiClient based on the Fortinet solutions we already had to enable all our employees to access Creditas corporate resources anywhere and anytime from any web-enabled device with an internet connection," he adds. "This is a success case that we are proud to share. Fortinet's support was and is essential. During our meetings, Creditas presents its innovation projects to Fortinet, and the team helps us to bring them to life in our environment—including the new capabilities of the proposed solutions—according to our needs."

Solutions

- FortiGate SD-WAN
- FortiGate VM for AWS
- FortiAP
- FortiSwitch
- FortiToken
- FortiAuthenticator

"We have always championed a collaborative and face-to-face work structure overall in the company. However, to prioritize the health and well-being of our employees and their families, it was important to adapt our processes to remote working. The transition from physical presence in the office to remote working has proven to be a successful move."

– Ricardo Girardelli, Network Architect, Creditas

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