Le Biscuit, a major Brazilian retail chain, celebrated its 50th anniversary in 2018. The company currently has 2,500 employees and 150 stores in Brazil. The first Le Biscuit store started in the city of Feira de Santana, in the state of Bahia. From there, the company has expanded to cover 14 Brazilian states.

In 2020 the company initiated its journey into digital business by launching its ecommerce platform. Logistics has always been one of the organization's greatest challenges, and the arrival of ecommerce, in May of that year, increased the pressure of short delivery times and high platform availability.

In addition, information security became a crucial concern for Le Biscuit. "We needed a solution that offered adequate security to support the business evolution. We chose Fortinet, because it is a platform that gives us the confidence and peace of mind that we are protected against the threats," says Adriano Silva de Lima, Infrastructure and Technology Manager at Le Biscuit.

**Infrastructure for Business Growth**

With operations scattered throughout the country, Le Biscuit experienced difficulties managing its technology infrastructure. There was no centralized management and no control over what was happening on its internal network. The company decided to implement a FortiGate Next-Generation Firewall (NGFW) to provide network security and intelligence at its main data center located in Sao Paulo and its data center in Bahia.

In tandem with such changes, Le Biscuit needed to strengthen the security and communication stability between its stores and its data center, as well as establish a disaster recovery plan in Bahia, as already implemented on its main data center in Sao Paulo.

The company added a FortiGate Secure SD-WAN (software-defined wide-area network) solution as a way to secure and make more resilient the communication between its data centers in Bahia and Sao Paulo, and from the 150 stores to both data centers, thus guaranteeing that its information is always secure and available.

The next piece in Le Biscuit's digital transformation was in logistics. The distribution center in Bahia, located in the city of Camaçari, used to experience connectivity failures, Wi-Fi network oscillations, and slow speed. There was also a lack of monitoring, and control capabilities to facilitate, assist, and support in a fast and effective way.

"By going online with ecommerce, we were more exposed to vulnerabilities and attacks, which motivated us to adopt Fortinet solutions to be protected and stable."

– Adriano Silva de Lima, Infrastructure and Technology Manager, Le Biscuit

**Details**

**Customer:** Le Biscuit

**Industry:** Retail

**Location:** Brazil

**Solutions**

- FortiGate Next-Generation Firewall
- FortiGate Secure SD-WAN
- FortiSwitch
- FortiAP
- FortiAntenna
- FortiAnalyzer
In May 2020, with the launch of the ecommerce platform, the company needed to optimize both security and stability at its distribution center network to keep up with online transactions. It was also necessary to guarantee the network’s operational stability, which presented interruptions at critical moments, affecting the team's performance. TeleData, a Fortinet partner, helped Le Biscuit in the distribution center infrastructure analysis and implementation process.

“We had obsolete technology that did not meet our business demands. By going online with ecommerce, we were more exposed to vulnerabilities and attacks, which motivated us to adopt Fortinet solutions to be protected and stable,” says Silva de Lima. The company revamped its connectivity infrastructure in the distribution center with a Fortinet secure access solution comprised of FortiAP access points, FortiSwitch Secure Ethernet switches, and FortiAntennas that help to optimize coverage and overall wireless performance.

An additional benefit of the implementations was increased capabilities for remote work, which was swiftly utilized during the COVID-19 pandemic. The use of virtual private networks (VPNs) within the Fortinet solution enabled employees to connect from remote locations over secure links. Staff can now access information securely over a faster connection, thanks to implemented network controls and optimized network management.

**Significant Improvements Impacting Productivity**

With Fortinet and TeleData’s support, Le Biscuit has developed a network architecture with high availability and security. It is now possible to handle more daily orders from the distribution center without inconvenience, which also has an impact on customer satisfaction. Silva de Lima emphasizes: “We have significantly increased productivity and therefore sales thanks to the stability of the IT platform. The strength of the Fortinet platform enables us to do that.”

An extra element is related to the network’s overall control. Previously, the company did not have centralized visibility of its operations and installed solutions. It was difficult to manage the entire network infrastructure at the stores, offices, and distribution center. To bring all its locations under one network, Le Biscuit began implementing FortiGate Secure SD-WAN in all stores.

The goal is to bring Fortinet to the entire network of 150 stores, with an implementation planned the next two years, and provide every new store with this technology standard that allows Le Biscuit to have unified network management. The centralized Secure SD-WAN platform enables secure data transfer and backups through a stable and reliable connection.

With all this in place, the company’s IT team can monitor the operation of its entire network ecosystem from a single place, allowing it to reduce risks and be more proactive in security management. This is backed by the FortiAnalyzer tool for event and threat reporting, which Le Biscuit tech personnel find intuitive and easy to use.

“With FortiAnalyzer, the number of network incidents has reached almost zero. When something happens, we have a faster response and the business impact has been reduced, even without a large IT team. We can focus on what really matters to our business,” says Silva de Lima.