

CLOUD SERVICES PROVIDER TAILORS EACH CLIENT'S ENVIRONMENT TO DELIVER A PREMIUM EXPERIENCE



When Macquarie Telecom Group asked its customers “how likely is it that you would recommend our company to a friend or colleague?” an unprecedented number gave a resounding thumbs-up. Using the globally recognized Net Promoter Score (NPS), any value above +50 is considered to reflect excellent performance: the +66 rolling average achieved by Macquarie is exemplary.

The executive team’s decision to pivot the whole company around delivering the best possible customer experience has permeated every aspect of Macquarie’s business. As one of the group’s three business units, Macquarie Cloud Services has been a leading contributor to the behaviors that have made Macquarie the highest ranked NPS performer listed on the Australian Securities Exchange (ASX).

Macquarie Cloud Services provides flexible hybrid IT solutions for business and government entities throughout Australia. The solutions are built on industry-standard platforms – certified through government-approved accreditation – and each office and data center is locally run and supported by experienced technicians and hosting specialists.

LEGACY FIREWALL FRUSTRATION

As a key component of its security stack, Macquarie Cloud Services had been using a shared firewall topology; with all clients routing through a fixed set of common devices. The downside of this approach was that a situation being experienced by one customer – such as abnormally high traffic volumes – had the potential to affect other firewall users.

Jamie Gillespie, security architect at Macquarie, recalled, “This led to a lot of ‘noisy neighbor’ type concerns: If one customer was victim of a distributed denial of service threat, the whole firewall had the potential to become a bottleneck for everyone. This was obviously in direct conflict with our commitment to providing a premium experience for our customers, so we looked for an alternate solution.”

FLEXIBLE FORTINET SOLUTIONS

Following a period of extensive investigation, the Macquarie team began replacing legacy shared devices with dedicated Fortinet FortiGate enterprise firewalls for each customer. The granularity

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– Jamie Gillespie,
Security Architect,
Macquarie Cloud Services



DETAILS

CUSTOMER: Macquarie Cloud Services

INDUSTRY: IT Hosting Services

LOCATION: Sydney, Australia

BUSINESS IMPACT

- Flexibility to accommodate individual customer requirements
- Protection, performance and reliability
- Adaptable licensing and support models
- Ease of use improves efficiency, minimizes human error

SOLUTIONS

- FortiGate
- FortiSwitch
- FortiWifi
- FortiAnalyzer
- FortiAuthenticator
- FortiManager
- FortiToken

of the FortiGate range enables the selection of an optimally sized model for each customer: The FortiGate 100 Series is leveraged for standard configurations and bigger series models – such as the 300, 600, and the 1200 – for large-scale enterprise clients.

Utilization of a common operating system across the entire range ensures a consistent look and feel for the Macquarie technical team. Purpose-built processors deliver industry-leading IPS and SSL inspection performance.

Gillespie remarked, “Our solution engineers work with customers to understand their exact requirements, then design and build out the network, and help create the firewall rule-sets. The FortiGates have a wide range of functionality – including SSL encryption/decryption, and integrated intrusion prevention, antivirus, and web filtering – that enables us to easily configure a tailored profile for any client whenever needed.”

The FortiGate firewall platform employs security services developed by FortiGuard Labs: A team of more than 200 expert researchers and analysts. The researchers focus on discovering and studying new threats and their findings enable Fortinet solutions to be continually armed with the very latest malware protection.

BRINGING IT ALL TOGETHER

Today, Macquarie Cloud Services has amassed several hundred FortiGate devices and further expanded its use of Fortinet security solutions. Gillespie stated, “It’s important for our engineers to have visibility across the whole infrastructure to enable us to optimally manage each customer’s experience. The deployment of FortiManager provides a single pane of glass, centralized control point across our entire fleet of FortiGates.”

The company also utilizes FortiManager in concert with FortiAnalyzer, working together to provide end-to-end protection across the infrastructure; seamlessly protecting customer data while adapting to the dynamic volume of network traffic. The FortiManager provides integrated management and provisioning of security policies, and helps maintain regulatory compliance, complemented by the functionality of FortiAnalyzer for advanced centralized reporting and comprehensive logging capabilities.

A WEALTH OF CHOICES

Macquarie provides customer portals for easy, self-service access. “FortiPortal enables us to deliver convenience without having to develop

and maintain our own code,” said Gillespie. “It provides everything needed for a client to be able to easily check on their own network security status if they wish; another example of the transparency that we offer our customers.”

Unified by the comprehensive Fortinet Security Fabric, additional Fortinet components are deployed throughout the Macquarie environment, including FortiWifi and FortiSwitch. FortiAuthenticator and FortiToken are used internally to provide user identity management and multifactor authentication access to client domains.

ONE SIZE DOESN'T FIT ALL

Each Macquarie customer has their own unique perspective on the level of service to which they subscribe. The flexibility and breadth of Fortinet solutions also is reflected in the licensing and support models. Gillespie explained, “Some customers feel that their situation doesn’t warrant implementing certain firewall functionality, such as web filtering, so we can allow them to subscribe to the specific support and license options that suit them best.”

Providing dedicated resources has had the desired impact on customers’ experience. Gillespie described, “Being able to tangibly demonstrate to a client that they won’t be affected by another company’s issues – and we can continue to provide reliable and consistent performance – definitely promotes confidence.”

TAILORED SECURITY

Macquarie Cloud Services promises 100% uptime to its clients. “To deliver on the uptime commitment we make to our customers, every component must perform,” Gillespie commented, “Fortinet provides solutions that are reliable, work really well and deliver seamless coverage across the multiple threat vectors we face.”

He added. “There’s also a very consistent administrative interface and methodology for configurations, which help improve the effectiveness of our technicians. From an operations perspective, Fortinet provides excellent documentation and all our interactions with support staff have been great, which isn’t always the case with other vendors.”

Fortinet helps Macquarie Cloud Services deliver on its customer-centric mantra of ‘It’s all about you.’ Gillespie summarized, “The wide range of Fortinet solutions – together with highly flexible licensing options – enables us to choose the optimal fit for each company, so we’re able to finely tune the configurations on a client by client basis.”



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