FORTINET

CASE STUDY

FortiGSLB Cloud Stabilizes Salvadoran BPO Company VPN Networks To Support Remote Work for 3,000 Agents

Salvadoran company OneLink started its Business Process Outsourcing (BPO) operation in San Salvador and Colombia with 2,600 service agents in 2013. The organization provides outsourcing services, management consulting, and tailored integrated solutions for clients in Latin America. Its business proposition is based on redefining the contact center experience by pairing new technologies with outstanding talent. Today, the company has 14,000 employees working across 16 locations in El Salvador, Guatemala, Mexico, Nicaragua, Colombia, and Brazil and grew their customer base by four times in 2020.

OneLink's business requires a solid and reliable network infrastructure to support many customers located in several countries in the region. Since its inception, the company has relied on Fortinet solutions to create a secure and comprehensive network that would allow the interconnection of all its sites. With an entirely FortiGate next-generation firewall (NGFW)-based network, the organization manages services such as web filtering, security, control, and virtual private networks (VPNs). In addition, by using the FortiAnalyzer solution, it receives real-time threat reporting and logging.

"The Fortinet [Security Fabric] solutions' integration and compatibility is remarkable. By deploying only Fortinet products, we have superior control and performance. Scalability and simplicity are crucial when opening new sites," reveals Alejandro Mata, director of IT operations at OneLink.

Secure and Reliable Networks for Remote Working

The COVID-19 pandemic forced OneLink's agents to work from home. Operations could not be interrupted, so the company reacted exceptionally fast to stay up and running. It engaged a massive deployment of VPNs, which allowed agents to safely communicate with headquarters and access to business applications.

However, as days went by, it began to experience connectivity problems. Although all the company's sites had redundant links, network failures from internet providers caused instability, and the VPNs were down. OneLink looked for a solution to provide foolproof stability and to perform the process automatically. "We chose FortiGSLB Cloud [the Fortinet Global Server Load Balancing solution] to improve the stability of the VPN connections of all our 'Incredibles' working from home, due to its ease of integration with our network architecture and cybersecurity. Also, since it is a cloud-based solution, its implementation was simple and fast; we only had to make some DNS changes and configure the VPN client," explains Mata.

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Details

Customer: OneLink

Industry: Technology

Location: El Salvador

Business Impact

- Easy and fast integration of FortiGSLB Cloud, thanks to the existing Fortinet platform

- Stable and seamless connection for more than 3,000 remote service agents

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The company's goal was to have an automated solution that could monitor which of the two existing internet links performed better to load balance between them. FortiGSLB Cloud allowed the company to enable this functionality in record time for close to 3,000 remote workstations located in different countries in Latin America. Today, if one of the links fails, OneLink's IT team does not have to perform manual procedures to switch to the working link. FortiGSLB Cloud performs the process quickly and automatically, so users are spared any service downtime. The plan by the end of 2021 is to reach 6,000 stations linked via the FortiGSLB Cloud.

Remote work also challenged OneLink to improve security and authentication processes for service agents. "We had to ensure that people connecting from other locations were indeed part of our staff. We implemented FortiAuthenticator and FortiToken to enhance our operation's security with a strong identity management solution," says Mata.

The next step for OneLink will be to deploy the FortiNAC network access control (NAC) solution. According to Mata, it is easier to deploy new solutions, as Fortinet tools are already installed and there is 100% integration between the platform elements.

"Having the support of [the] local Fortinet team is invaluable, making it possible for us to count on design and technical consultancy at any time, as well as evaluate the scalability of the solution," Mata concludes.

Business Impact (contd.)

- Scalable solution for business growth

- Secure remote access to corporate and customer applications

Solutions

- FortiGate

- FortiGSLB Cloud

- FortiAuthenticator

- FortiToken

- FortiAnalyzer

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