

**CASE STUDY**

# Leading Company Supplying the Health System in Argentina Boosts Network for Better Remote Work in a Crisis Situation

The COVID-19 pandemic presented an unprecedented challenge for the healthcare industry. Supplies and medical equipment providers faced overwhelming demand for services, and the supply chain felt the effect. For Propato, the leading medical supplies sales company in Argentina, the situation forced executive management to adjust business practices and processes to meet the extraordinary growing demand for its products.

Propato offers a portfolio of nearly 5,000 products, from disposable supplies to complex hospital equipment. With more than 3,000 active customers, the company distributes its products to both public and private healthcare institutions. The company also possesses a business unit designed to serve the sub-distribution sector, and an e-commerce site tailored to sell products to healthcare professionals.

The company has been operating continuously since the beginning of the COVID-19 pandemic, consolidating its place as the leading supplier in the sector, providing to the entire health system in a comprehensive manner. Additionally, Propato's track record and competitiveness helped it win successive bids to supply syringes for the country's national vaccination plan, which required a successful distribution of more than 40 million syringes.

## Cutting-edge Networking Solution To Meet Unprecedented Challenges

Propato has four facilities that host a vast array of administrative offices and distribution centers. Once the pandemic started, the company's 250 employees had to quickly adapt to keep the business up and running with 80% of the staff transitioning to working from home. This new scenario exposed several acute flaws in the company's network infrastructure. At the beginning of 2020, only the organization's headquarters had a FortiGate Next-Generation Firewall (NGFW). Although the equipment was working optimally in terms of security and connectivity for local operations, this setup needed additional changes to support the widespread movement toward remote work.

While internet service bandwidth was increased to meet the high demand for simultaneous connections from outside the office, connectivity from the four internet service providers (ISPs) was unstable, and the company was experiencing disruptive connection drops. "We chose the FortiGate Secure SD-WAN solution, as it allowed us to keep the company running by increasing our connection capacity for remote users and improving connectivity stability," explains Diego Piccolotto, systems and technology manager at Propato.



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### Details

**Customer:** Propato

**Industry:** Healthcare

**Location:** Argentina

### Business Impact

- High performance to support multiple inbound and outbound connections
- High availability by balancing traffic from four ISP links
- Ability to prioritize traffic from key business applications
- Security and excellent user experience for remote working

Propato quickly installed additional FortiGate NGFWs, enabled for Secure SD-WAN at the other company locations to create a standardized network infrastructure for the entire organization to support the Secure SD-WAN deployment.

## Robust and Stable Connectivity

The Fortinet Secure SD-WAN networking and security platform was effective at solving Propato's problems. Before Fortinet, multiple users would experience difficulties when they simultaneously accessed the organization's data from home. Connectivity was slow or sometimes nonexistent because the equipment was not prepared for so many people to connect from outside at the same time. Today, this is no longer an issue—employees can connect from anywhere without any inconvenience. The FortiGate Secure SD-WAN solution boosted the information-processing capacity and opened up the possibility of having more external and internal simultaneous connections.

In addition, the network platform became more intelligent to decide the best internet link for the task at hand. If one of the links has issues, the solution automatically switches to the option with the best response and maintains user connectivity. "We were suffering a lot from unstable internet connections. By implementing FortiGate Secure SD-WAN, the internet connection became seamless, as this technology helps solve connectivity automatically. Fortinet offers a reliable, easy to use, and evolving solution," says Piccolotto.

The ability to prioritize business-critical traffic offered by the solution also contributed significantly to Propato's business. For example, the company's previous technology prevented it from prioritizing services essential to its operations, such as videoconferencing or live broadcasts. Now, it is possible to configure the Secure SD-WAN solution to prioritize the key applications.

## Safety and Standardization as Priorities

Network security has vastly improved for Propato thanks to Fortinet's platform. The company added the FortiAnalyzer tool to enhance the monitoring and reporting of security threats. As a result, it is now more capable of processing and analyzing potential attacks. In addition, Propato introduced web portals with the Remote Desktop Protocol (RDP) tool. Through these portals, users have secure access to their servers and workstation resources using FortiClient native security features. FortiClient virtual private network implementation allowed the remote workers to access corporate resources using remote desktop in a safe environment.

With Fortinet, Propato has achieved its goal of standardizing its networking and security equipment. If the company wants to open a new site, it can deploy the same solution and configuration as in its current locations. Thus, it can quickly integrate any location to its IT platform, allowing it to monitor connectivity and security from a single site. "Fortinet offers us both robustness and quality of service, with maximum security. This allows us to think long term by having a solution that can be standardized," concludes Piccolotto.

An unexpected crisis put Propato's networking platform to the test. Having a technology partner like Fortinet allowed it to not only respond to the new reality, but also to generate new business and establish itself as a leader in its market.

## Solutions

- FortiGate Secure SD-WAN
- FortiGate Network Firewall
- FortiAnalyzer
- FortiClient

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