

CASE STUDY

Toy Retailer Boosts Performance, Stability, and Protection with the Fortinet Security Fabric

Founded in 1988, Ri Happy is the largest toy trade network in Brazil. During the last few years, the brand has continued its expansion in the country, surpassing 295 owned and franchised stores throughout the country.

In addition to customers considering the stores to be models of experience, Ri Happy has a well-structured e-commerce service based on an omnichannel structure. “Our mission is to offer the best customer service, not only in terms of products but also in terms of entertainment. This is where proposals from physical and online stores line up. We want customers to have fun and have the best experience wherever they are,” explains Robledo Castro, CIO at Ri Happy.

However, to support the continuity of its growth and the internal demand for connectivity and performance, the company needed to renew its technology platform, focusing on the stability and security of its network.

Processing Capacity and Agility in Operations

Ri Happy’s project for expanding and modernizing its headquarters and data center located in the city of São Paulo began in January 2020, developed by Secureway, a local Fortinet partner. All existing edge firewalls were replaced by FortiGate Next-Generation Firewalls, which had a broad and direct impact on application protection, external access control, and enabled traffic visibility.

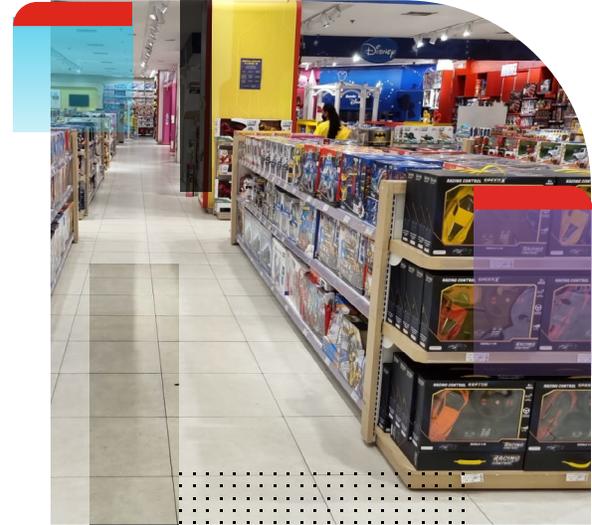
The Fortinet Secure SD-WAN solution based on the FortiGate NGFW was deployed for web access and secure communication between headquarters and corporate systems in the data center, eliminating previously unavoidable interruptions in the IT environment of Ri Happy.

“By enabling Fortinet Secure SD-WAN, we reduced 15% cost of using internet links while increasing connectivity performance of our networks and achieving 100% availability at headquarters and data center. This has brought us a big gain in terms of productivity and efficiency. In a competitive industry like retail, our systems must be up and running round-the-clock, without interruption, both online and offline. FortiGate has met all of our requirements,” says Castro.

“The flexibility to contract lower-cost links added to the guarantee of secure access for customers, and corporate systems provide a very positive experience in terms of agility in the purchase process,” adds Daniel Santos, IT manager of the company.

Increased Security for Employees

With the unexpected arrival of the COVID-19 pandemic, the company implemented the remote work model for all main office employees. Upon this transition, a new need arose for Ri Happy: ensuring device protection for their employees in their home offices.



“By enabling Fortinet Secure SD-WAN, we reduced 15% cost of using internet links while increasing connectivity performance of our networks and achieving 100% availability of our stores.”

– Robledo Castro, CIO, Ri Happy

Details

Customer: Ri Happy

Industry: Retail

Location: Brazil

Business Impact

- Reduced 15% internet connectivity costs and improved network performance and stability
- Achieved 100% of network availability at headquarters and data center
- Gained complete protection for remote workers
- Increased agility in solving problems and preventing attacks and fraud

“We suffered an attempted phishing attack and realized the need to promote secure remote access, reinforcing the security of our emails and confidential data immediately,” says Santos.

Thanks to the proximity and availability of Fortinet and Secureway engineering teams, in just three days Ri Happy implemented FortiMail on its system, allowing them to rely on the latest and most comprehensive technologies for protection against common and advanced email threats, including spam, phishing, ransomware, and data loss prevention.

“The implementation of Fortinet solutions brought more agility and security to our operations, thanks to the robustness of the equipment and greater processing capacity. The modernization was essential to allow our expansion strategy to remain strong and viable, in addition to making it easier to manage and protect our network”, says Fabrício Ferrinho Soares, head of Governance and Information Security at Ri Happy.

Improved Visibility and Accelerated Incident Response

Another security concern for Ri Happy was to make progress in managing risk, improving overall visibility across their ecosystem, and accelerating their ability to respond quickly to incidents. By combining Fortinet’s FortiSIEM with Secureway’s SOC outsourcing services, the company gained broad visibility and control of all the network edges, from IoT devices to the cloud, along with faster identification of attacks and improved agility in incident response and remediation.

As a key security operations component of the Fortinet Security Fabric, FortiSIEM delivers deep insights into the performance, availability, and configuration state of the other Fortinet solutions for secure access such as FortiSwitch and FortiAP. Leveraging machine learning, FortiSIEM employs behavioral profiling and analysis to detect unusual and anomalous behaviors that may indicate insider threats, compromised accounts, or compromised systems.

“The support of Secureway’s technical and commercial team and the high-quality standard of Fortinet solutions were essential for the viability of the project and fully customized to our needs, objectives, and budget,” praises the head of Governance and Information Security at Ri Happy. “The support of the team was key in this process and it stands today for any need that arises. We are confident in the Fortinet solutions, and we are very satisfied with the performance of our networks.”

The next steps in the evolution of Ri Happy’s technology platform include the evaluation of FortiNAC to increase the visibility for access of users and endpoints in the network, contributing to further improvement of security, especially regarding compliance with the General Data Protection Regulation (GDPR) in Brazil.

Solutions

- FortiGate Next-Generation Firewall
- Fortinet Secure SD-WAN
- FortiMail
- FortiCASB
- FortiSIEM
- FortiSwitch
- FortiAP

“The flexibility to contract lower-cost links added to the guarantee of secure access for customers and corporate systems provide a very positive experience in terms of agility in the purchase process.”

– Daniel Santos, IT Manager, Ri Happy