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Salvation Army Automates Guest Access and Expands BYOD Usage with Network Access Control

The Salvation Army UK & Republic of Ireland, part of the Salvation Army international charitable organization, has 50,000 members, 4,000 employees, and 1,500 Salvation Army officers spread over hundreds of locations. The organization found that it was spending too much time manually creating and assigning individual guest access for more than 100 of these locations.

With all these locations being provisioned on multiple LANs, the time IT required to manage guest and bring-your-own-device (BYOD) access, as well as keep the network secure, was overwhelming. "One of our biggest concerns was the multiple wireless SSIDs [service set identifiers]. Anytime we wanted a new LAN or additional guest access to be provisioned, we had to manually configure access on multiple wireless networks," explains Christian Cundall, head of messaging services for the Salvation Army UK & Republic of Ireland. "In addition, with employees, guests, and contractors traveling between the different locations, the organization also wanted to maintain a unified guest experience." The Salvation Army UK & Republic of Ireland needed to automate mobile access management, simplify guest access, and increase endpoint security.

As the Salvation Army UK & Republic of Ireland searched for solutions, the Fortinet network access control (NAC)[1] solution quickly surpassed competitors due to its unique multiple portal functionality. One of the only solutions with this feature, the Fortinet NAC solution proved robust enough to secure more than 100 different sites—each with slightly different provisioning based on local requirements—while still providing a similar look and feel for each access portal. To implement this solution, the organization selected a partner, KHIPU Networks, who brought significant expertise to the engagement.

Simplifying Guest Management

Before implementing NAC, the Salvation Army UK & Republic of Ireland had been using a custom provisioning system that generated tickets for each of their guests in advance. The IT team would configure each guest access, assign a username, password, and access location for each guest, then hand the guest a slip of paper with the information. This process was very time-consuming and raised compliance concerns.

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– *Christian Cundall, Head of Messaging Services, Salvation Army UK & Republic of Ireland*

Details

Customer: Salvation Army UK & Republic of Ireland

Industry: Government

Location: UK & Ireland

"The Salvation Army required a robust solution that would unify the mobile and guest access experience, as well as the look and feel for disparate locations, while reducing the time IT staff spent provisioning guests and mobile devices," observes Don Dyer, technical consultant for KHIPU Networks. "They selected this solution because it not only provides unparalleled network visibility into enterprise networks, but it is also one of the few products that seamlessly handles unique provisioning and integration needs across locations."

After installing the Fortinet NAC solution, users log into the portal, and it automatically provides them with one connection ID that places the device on the appropriate network and provides the appropriate level of access. This not only simplifies the user experience but it also provides role-based access to data to ensure the organization is compliant with regulatory standards.

Improved Endpoint Security

The Fortinet NAC solution enables the Salvation Army UK & Republic of Ireland to ensure that each device meets their security requirements before it accesses the network. The solution also provides a comprehensive audit trail of all actions taken by each endpoint device for threat hunting and compliance purposes. By implementing NAC, the Salvation Army UK & Republic of Ireland have been able to expand BYOD access, a move that boosts accessibility and ease of use for guests, while providing vast process improvements for IT staff. The organization has the added benefit of better network security and the ability to ensure regulatory compliance.

The Next Step

The Salvation Army UK & Republic of Ireland have been thrilled with the functionality of the Fortinet NAC solution, as well as the smooth installation by KHIPU Networks. The solution has helped the organization to automate and unify guest access, reduce the burden on IT staff, increase endpoint security, and expand BYOD access. The process has gone so well that the organization is already considering expanding this method of delivering guest access and leveraging the solution's automated threat response at other locations. "The implementation was very smooth. This NAC solution has eliminated our internal guest access challenges, while providing a great user experience. We are very pleased with the product and installation," Cundall concludes.

Business Impact

- Automated wireless provisioning process

- Unified mobile and guest access experiences for all 100+ locations

- Significant reduction in IT time spent on provisioning access

- Increased network and endpoint security while expanding BYOD program

Solution

- FortiNAC

[1] Formerly Bradford Networks.

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