FORTINET SECURES ICARE'S APPLICATIONS IN AMAZON WEB SERVICES

icare™

DETAILS

CUSTOMER: icare NSW

INDUSTRY: Insurance

LOCATION: Sydney

CHALLENGES

- Migrate legacy systems and business processes to the public cloud
- Ensure the highest levels of security, access and reliability for all stakeholders
- Comply with ASD's Australian Government Information Security Manual guidelines

BUSINESS IMPACT

- Reduces overheads with cloud-based applications
- Improves security with industry-leading cyber threat protection
- Provides a scalable platform for future growth

SOLUTIONS

- Fortinet FortiGate AWS Firewall
- FortiManager
- FortiAnalyzer
- FortiToken
- FortiGuard Security Services
- Fortinet Professional Services

When icare made their strategic decision to migrate their mission-critical and customer-facing applications into the cloud, they knew they had to provide the levels of security and accessibility that would give their customers, staff and contractors complete peace of mind.

To ensure that they could deliver the highest levels of protection from cyber threats and a scalable platform for planned growth, they selected market-leading cloud services provider Amazon Web Services (AWS) to host their core insurance platform and Fortinet's FortiGate Next Generation Firewall for superior threat protection.

icare is a Public Financial Corporation governed by an independent Board of Directors that delivers insurance and care services to the people of New South Wales, Australia. Established in November of 2015 after the NSW State Insurance and Care Governance Act came into effect, the business is one of the largest insurers in Australia with $32 billion in assets and investment income value of $3 billion in total. It insures more than 284,000 businesses and their 3.4 million employees as well as road users, builders and homeowners.

MOVING TO THE CLOUD AS THE WAY FORWARD

"Moving into the cloud was our business plan from day one," said David Johnston, Head of Enterprise Infrastructure at icare, who was heavily involved in the initial migration from on-premise to the cloud. "The move of the insurance and care functions from Safety Return to Work and Support NSW to a new statutory government organisation – icare – meant that we brought over a number of legacy applications that were nearing their 'use-by' date. We took this opportunity to gradually transform the way we did business from the old to the new and the way forward was the cloud."

To help them accomplish the migration with minimal interruption to service, Johnston and his team took advantage of the groundwork prepared by the Australian Signals Directorate (ASD) and their Australian Government Information Security Manual. "This document outlined what we would need to consider as we planned our cloud-based operations," explains Johnston.

The ASD had also certified a number of vendors to offer cloud services to the public sector to host Unclassified data with a DLM (dissemination limiting marker) designation such as For Official Use Only or Sensitive. After a thorough investigation of their options, icare selected AWS, an inaugural member of the ASD Certified Cloud Services List (CCSL), as their cloud services provider.

ENHANCED SECURITY FROM FORTINET

Once this decision had been made, icare tapped into the many partners for specialist services. "Our partners made a number of recommendations to help us fast-track our cloud migration without sacrificing security or functionality, whilst reducing management and operational overheads," said Johnston, "They suggested that we enhance the already considerable security postures that AWS employs with Fortinet's FortiGate Next Generation Firewall which has been optimised to integrate cleanly with the AWS cloud infrastructure."

"There are a number of key considerations when migrating applications and associated data to the public cloud," said Sarah Symons, Senior Account Manager at Fortinet, "even a cloud service as mature as AWS. We needed to understand icare's core applications, traffic requirements, business rules, operational requirements and reporting functions, basically everything about the business. We participated in a number of workshops with icare to consider both the business and technical requirements and assisted in architecting a solution that would provide enhanced threat protection across icare's applications over multiple AWS Availability Zones."

The solution deployed included FortiGate AWS firewalls for next generation gateway protection at the perimeter and internal segmentation within each Availability Zone, FortiManager for 'single pane-of-glass' dashboard management, FortiAnalyzer for forensic reporting and performance analytics, and FortiToken for secure remote access.

FAST INSTALLATION

"With the specification from Fortinet, we were confident that we would be able to provide the level of security that we required," said Johnston. "Fortinet's implementation team installed and configured the virtual firewall in under five weeks. They worked with us, AWS and other third-party providers to implement the right levels of protection and integrated their functionality into the overall solution."

"The initial phase of the icare transformation has been running smoothly," said Johnston, "and we are now looking at phase two to provide more self-service capabilities for our stakeholders. In order to support the increase in traffic and transactions, we are working with Fortinet to provide auto-scaling capabilities to ensure delivery of the level of service required. We have found Fortinet's technical expertise and business acumen, including proactive account management, to be a vital component of our success."

"We have opted for a SAAS (software as a service) model for our cloud-based operations," concludes Johnston, "one that provides trouble-free, low-overhead solutions in a secure environment. The combination of AWS and Fortinet has given us what we needed. As a result, we can offer our essential insurance and care services to the people and businesses of New South Wales in a secure and cost-effective manner."

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