

HELPING EXPONENTIAL-E NAVIGATE THE CHANGING THREAT LANDSCAPE



The cyber security threat landscape is always changing. As quickly as risks are perceived and blocked, cyber criminals are already developing new lines of attack. Understandably, this poses an ongoing problem for organisations who offer cyber security services to their clients. To meet this challenge head on, service providers require robust and flexible infrastructure which enables them to offer an appropriate level of security to their end user customers.

THE NEED FOR A MODERN, EFFICIENT SOLUTION

Exponential-e, an award-winning Cloud and Unified Communications services provider, approached Fortinet with this concern in mind. Fortinet's pre-existing relationship with Exponential-e meant they were a natural choice for the update.

As an organisation who place a strong emphasis on offering peace of mind to their customers, it was vital that Exponential-e carefully considered their strategy for this update to ensure the most effective results. In order to continue providing a resilient and cost-effective Managed Firewall service for their customers, Exponential-e were therefore looking to update their systems.

Exponential-e already had an established Managed Firewall offering, which helped their customers protect their corporate networks from security threats and unauthorised access attempts. This was based on a shared FortiGate-3950B cluster for centralised managed firewall services and FortiGate-100D, 200D and 300D for dedicated devices.

However, although it was suitable at the time of implementation, the technology which powered this was ageing. For example, the FG-3950B cluster was at full capacity, and all management was being performed directly on the device with no centralised management. This was both time consuming and potentially error prone. Exponential-e were therefore seeking to update and relaunch their Managed Firewall offering as a Managed Next Generation Firewall (MNGF) service, which would help to meet a number of security and operational concerns in line with the objective to become a managed security service provider (MSSP).

“The success of Exponential-e’s Managed Firewall offering rests on our ability to provide an efficient, cost effective and, most importantly, robust security service. While it can be challenging to meet these objectives in a rapidly changing digital world, Fortinet’s products have allowed Exponential-e to continue to offer a world-class service to our customers.”

– Mukesh Bavisi
Managing Director, Exponential.



DETAILS

CUSTOMER: Exponential-e

INDUSTRY: Managed Service Provider

LOCATION: London, UK

SOLUTION IMPACT

- Ability to meet modern cyber threat risks
- Improved cost effectiveness
- Greater operational efficiency
- Increased end-user visibility

For example, evolutions in the threat landscape meant Exponential-e's existing infrastructure was at risk of becoming insufficient. Security breaches could result in a huge loss of trust and substantial business losses, so it was important for them to address this problem.

Additionally, their current infrastructure had become unnecessarily costly to deploy and maintain. This was another pressing concern which needed to be addressed. As a service provider, Exponential-e was keen to ensure maximum operational efficiency and therefore needed to increase the cost effectiveness of their offering.

Finally, Exponential-e were also driven by an increasing customer demand for more visibility of threat data. Increasingly, customers prefer this to a 'black box' service, so Exponential-e required an interface which could provide their customers with higher visibility and admin capabilities.

MEETING EXPONENTIAL-E'S REQUIREMENTS

To address these concerns, Fortinet worked closely with Exponential-e to build a strategy which would continue to help them drive their business success moving forward. Fortinet provided a range of infrastructure to meet Exponential-e's initial requirements, including two FortiGate enterprise firewalls, FortiManager, FortiAnalyzer, FortiPortal and FortiDeploy. In combination, these products allowed Exponential-e to offer a much richer feature set for their customers, including zero touch provisioning of Customer Premises Equipment (CPE).

Exponential-e also needed infrastructure which could adapt to emerging threats, as opposed to a rigid product which would rapidly become outdated. Fortinet's FortiGuard security subscription was therefore an ideal solution, as it is constantly updated to ensure customers are equipped to deal with emerging threats. This is backed up by Fortinet's large, dedicated

FortiGuard research team, who constantly scour the cyber landscape to discover, pre-empt and block developing threats. This means that Fortinet's customers, like Exponential-e, can rest assured that their offering is robust and updated enough to stand up to emerging attacks.

This solution also met Exponential-e's requirement to promote higher operational efficiency. A key problem with their existing solution was that the level of manual deployment involved was not cost effective. Fortinet's new solution has allowed Exponential-e to provide more efficient services for their customers, reducing the overall costs for the ongoing maintenance and support of the managed services they offer.

As a service provider who manages systems on behalf of their clients, this was an important concern to address. The higher efficiency of Fortinet's new infrastructure achieved this, empowering Exponential-e to manage a greater number of solutions, in a more efficient way.

As an additional benefit, having previously worked with Fortinet's FortiGate enterprise firewalls, Exponential-e already had knowledge of Fortinet's products and services. This meant the new products were deployed smoothly, as the training and enablement requirements were minimal.

Exponential-e's Managed Firewall service is now robust enough to keep up with customer expectations. Their customers can benefit from their own dedicated virtualised Firewall, offering features like end user network control access, high availability, health monitoring and configuration backup. Since implementing their new platform, Exponential-e have doubled their revenue from security services while increasing operational efficiency. Ultimately, Fortinet's solution has helped them to win more business and deliver the level of service expected by customers in the modern threat landscape.



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