"Standardizing on Fortinet has cut our costs and made it exponentially easier for us to offer profitable managed firewall, and security services geared toward PCI compliance in the retail sector. Now other divisions are following suit."

– Christopher Brallier
   Director of Retail Operations
   ANXeBusiness Corp.

ANX

Leading MSSP improves competitive advantage and customer value by standardizing on Fortinet

Business Challenge
ANX a leading Managed Security Services Provider reduces infrastructure costs and operational complexity by standardizing on Fortinet UTM and secure wireless solutions.

The Situation
With a long history as the mandated network for mission-critical data connectivity and transaction delivery solutions to the North American automotive supply chain, ANX has leveraged its managed services expertise to expand into other verticals with a portfolio of managed security services and compliance solutions.

Serving over 16,000 customers in Retail, QSR, Healthcare, Hospitality and of course Automotive, ANX deploys and manages ANX-provided or customer-owned security infrastructure for a fixed monthly fee. With ANX proactively managing security for them, customers can focus on their business, and not worry about security and PCI DSS or HIPAA compliance.

Evolving security needs and a growing list of point security products to support, was putting a strain on resources and impacting profitability. They needed to rationalize their security equipment portfolio with solutions that would enable them to do more with less.

Details
Customer Name:
ANXeBusiness Corp.
Industry: Managed Security Services Provider
Location: Detroit, MI and Raleigh, North Carolina, with national coverage

Business Impact
- Easier to recruit and train support engineers, and maintain 95% first call resolution of customer issues.
- Able to retire numerous point security products from their portfolio, reducing support and license costs
- More agile, more competitive, able to rapidly enable value-added security services to drive new revenue

The Challenge

With the growth in customers, ANX's vendor agnostic policy had led to a plethora of security products making it difficult and expensive to train staff, and maintain the high levels of service they were accustomed to providing. Mobile security, BOYD and the evolving Internet threat landscape, all added to the burden, calling for an ever-more complex array of point products for a complete security framework. It was time for ANX to streamline their service delivery, by standardizing on fewer products offering greater functionality.

Functional Consolidation

After examining alternatives, ANX realized that none could match the functional consolidation offered by Fortinet's Unified Threat Management (UTM) platforms. So, in 2013 they standardized on Fortinet's secure wireless LAN solution and UTM platforms for the Retail and QSR division.

With the FortiWiFi family, ANX is able to deliver a complete security package for the majority of its customers with just a single appliance at the premises. They can provide PCI-compliant Wi-Fi and WAN connectivity as well as Firewall, VPN, Antimalware and Web-filtering and manage it all remotely from their NOC, with FortiManager. For larger establishments ANX can increase the Wi-Fi footprint by adding FortiAP thin APs or for hospitality and enterprises requiring extensive Wi-Fi coverage, they'll step up to a FortiGate with FortiAPs.

Simplified Deployment

Many ANX Retail and QSR customers are franchises of well-known brands, which require standard firewall filters, plus franchise-specific enhancements. "With Fortinet it is easy to template default configurations, and then add the extras each franchise needs" notes Chris Brallier, Director of Retail Operations. This has reduced setup costs.

Fortinet's uncomplicated licensing model gives ANX a lower, more predictable cost structure. It also improves business agility by enabling them to deploy the complete UTM package for all deployments without concern for which features are used or not. This allows ANX to monetize additional security services such as Traffic Analysis, Guest Access, and BYOD onboarding, and to activate them on-demand without additional licensing costs.

Tier 1 support find they can resolve issues more quickly on the first call, with far fewer escalations to senior engineers. A coup for customer satisfaction, it also means tangible productivity gains and less stress for support staff. Senior engineers now have more time for pre-sales support, which is contributing to ANX's continued growth.

Competitive Advantage

Unifying Wi-Fi and security management in one platform, allows ANX to compete aggressively with MSP rivals burdened by a more complex product mix, and customers are the beneficiaries – receiving more competitive pricing, superior support and faster enablement of new services. Standardizing on Fortinet has boosted ANX's competitive advantage and considerably reduced the CAPEX and OPEX of managed services delivery. "It has been a great move for us. We now favor Fortinet solutions across all our verticals, in cases where we own and manage the equipment" said Brallier.

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