

The Organization

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The Challenge

- Meet the voice and data communications needs of a fast-growing, widely-distributed and increasingly mobile organization
- Protect network voice and data from malicious threats
- Streamline IT management and deployment
- Leverage existing infrastructure using open platforms

The SonicWALL Solution

- An open-standard VoIP platform using PRO 5060 Network Security Appliances
- Secure voice and data communications using SonicWALL Unified Threat Management
- Centralized control and reporting using SonicWALL Global Management System
- Seamless integration with ProCurve switches

The Results

- Unified Threat Management protection of all voice and data traffic over the network
- Reduced training costs by sharing expertise and skill sets between locations
- Consolidation of disparate legacy systems
- Greater ease-of-deployment

SonicWALL and ProCurve Networking by HP deliver secure VoIP for Glentel through Gold partner Netcetera

Glentel (TSX: GLN) is a leading provider of innovative and reliable telecommunications services and solutions in Canada and the United States. Founded in 1963 and headquartered in Burnaby, B.C., Glentel comprises two operating divisions—Retail and Business—that service thousands of consumers and commercial telecommunications customers. Together with its divisions, the company boasts more than 242 locations across Canada located in retail malls, Costco Wholesale warehouses, and business centers. As the largest multi-carrier cellular retailer in Canada, it offers a choice of network carrier and wireless device or phone. To its business and government customers, Glentel offers wireless engineering and service, rental equipment, satellite and terrestrial network systems, tower sites, and wireless asset monitoring.

When Glentel decided to update its 20-year-old internal PBX system at its corporate offices to Voice over Internet Protocol (VoIP) PBX, it brought in experts from Vancouver-based Netcetera, a SonicWALL Gold Partner.

The Challenge: deliver secure VoIP to a fast-growing distributed network

“Since 2001, Glentel has constantly expanded. Over the last five years, our rate of expansion is in the neighborhood of 25% per year. In 2007, Glentel opened 53 new business locations,” says Frank Chay, Director of Information Technology and Services. “We needed a secure platform to connect all our locations and technology.”

While Glentel has more than quadrupled the number of locations and revenue, its IT staff has grown at only half that rate, while at the same time expanding the services being offered and supported. Given these resource constraints, Glentel required a solution that would allow centralized control of all voice and data traffic and security, as well as minimizing deployment costs and complexity. The conversion to VoIP also presented Glentel with a new IT priority: voice security. Because VoIP uses IP as its conduit, it is vulnerable to the same sorts of attacks as other Internet traffic, including viruses, Trojans, eavesdropping and denial-of-service attacks. Glentel needed a way to protect its VoIP traffic as thoroughly and rigorously as it protected the rest of its network data.

"Adding new sites is simple and efficient with SonicWALL. We can easily turn-up or turn-down remote locations at any time without incurring any down-time..."

*-Frank Chay
Director of Information
Technology and Services
Glentel Inc.*

SonicWALL Benefits

- Comprehensive protection against threats to all traffic including VoIP traffic
- VoIP capabilities already integrated into the SonicOS firmware
- Interoperable with all leading VoIP vendors
- Supports both wired and wireless VoIP

The Solution: a secure VoIP platform integrating SonicWALL with ProCurve Networking by HP

To minimize costs and enhance the return on its investment in technology, Glentel chose to build its VoIP solution upon its existing infrastructure, which included SonicWALL PRO and TZ network security appliances with built-in VoIP capabilities. This provided Glentel with real-time deep packet inspection combined with dynamically updated gateway anti-virus, anti-spyware, intrusion prevention, enforced desktop anti-virus, and Web content filtering. SonicWALL is interoperable with all leading VoIP vendors, and plug-and-protect support automatically accommodates any added or removed VoIP device.

"When we started looking at different VoIP solutions, some required us to forego our existing infrastructure with their proprietary platforms," says Chay. "That was not in the cards."

ProCurve switches offered the advantage of open non-proprietary industry standards such as Link Layer Discovery Protocol-Media Endpoint Discovery (LLDP-MED) extensions to enable plug-and-play deployment. It also offered IEEE 802.3af Power over Ethernet (POE) capabilities, which enabled deployment of digital phones without adding corresponding AC power outlets.

For phone equipment, Glentel chose the Mitel ICP 3300 platform for its maturity, feature set and Mitel's leading partnership with Microsoft OCS. Glentel incorporated Microsoft Office Communications Server 2007 (OCS) to provide instant messaging, presence, audio-video conferencing and Web conferencing.

Netcetera was critical to the successful rollout.

"First, we configured the SonicWALL PRO 5060 to segment off separate VLANs for voice and data" says Steve Weeks, President and CEO, Netcetera. "Then we enabled the ProCurve's IP Helper feature to pass through DHCP requests. As soon as a Mitel phone powers up, it signals the ProCurve to have its data placed upon the VLAN with voice priority, instead of bogging down network throughput with broadcasts."

The Results: secure hand-off between offices, experts and skill sets.

With almost 300 geographical locations interconnected and protected by SonicWALL UTMs, Glentel uses SonicWALL Global Management System (GMS) to centrally control and manage its infrastructure.

Another benefit with SonicWALL has been ease of deployment. "Adding new sites is simple and efficient with SonicWall. We can easily turn-up or turn-down remote locations without incurring down-time as the SonicWALL UTMs do not need to be restarted."

The initial VoIP deployment at the corporate office was successful and today the IT group operates out of two offices, but appears as a singular entity via one telephone number. The combined SonicWALL UTM, ProCurve, Mitel ICP 3300 switch and Microsoft OCS 2007 allows the seamless transfer and escalation of calls and issues within the IT department.

The Future: more responsive and flexible business communications

Glentel is looking at ever-increasing bandwidth demands. While SonicWALL is engineered to manage available bandwidth to accommodate time-sensitive VoIP traffic, Chay is looking at SonicWALL E-Class as a possible solution for Glentel's expanding enterprise performance needs.

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