SONICWALL®

FUSION ENHANCES SECURITY, SIMPLIFIES CYBERSECURITY INFRASTRUCTURE MANAGEMENT WITH SONICWALL

Large BPO Services company upgrades to single-pane-of-glass security architecture to streamline and simplify cybersecurity management with SD-WAN feature while increasing business continuity.

Business need

Established in 2004, Fusion is a leading provider of inbound and outbound customer care, technical support and sales services. From their two headquarters, located in India and the U.S., and multiple branch offices spread across 9 countries, the company provides end-to-end call center services through voice, chat and email in a variety of languages.

With its growth, the company found that its mix-and-match cybersecurity architecture —consisting of SonicWall next-generation firewalls (NGFW), and a mix of other appliances that varied from office to office— is becoming increasingly difficult to manage. They needed a singular & robust cybersecurity solution that is efficient enough to cater to all cybersecurity needs of the company and simple enough to manage.

Solution

The SonicWall team offered to resolve the issue with their current generation of SonicWall NGFWs, which offers several performance advantages including enhanced functionalities such as SD-WAN. They explained the management efficiencies and simplicity that could be realized by switching to a single-platform architecture like SonicWall NGFWs.

After several discussion and solution presentations, Fusion ultimately chose to deploy more than 15 pairs of NS*a* Series NGFW in high-availability (HA) configuration, augmented with a six-year subscription to support services.

Results

By replacing its mixed bag of cybersecurity solutions with an all-SonicWall platform, Fusion was able to take advantage of single-pane-of-glass management and reporting for all its firewalls. The addition of Secure SD-Wan capabilities across the board improved operational agility. Also, by using a single vendor for all firewalls, the company has been able to set up at least one NS*a* NGFW at each location in high-availability (HA) configuration. Due to SonicWall's unique HA licensing policy, this move allowed the company to increase business continuity at a lower Total Cost of Ownership (TCO).

Benefits

- Secure SD-WAN
- Lower TCO with HA licensing policy
- Cloud-based management
- Single-pane-of-glass management and reporting for all firewalls

Solutions at a glance

- NS*a* Series NGFW (2650, 3650, 4650, 5650, 6650)
- HA appliances added to 7 existing NS*a* firewalls
- 6 Years Support Subscription

"SonicWall has been extremely proactive in attending to our business requirements and implementing the right solutions. It has enabled us to manage the firewalls better through one single platform."

RAJAN SINGH
CTO, FUSION

CUSTOMER PROFILE

Company	Fusion
Industry	BPO Services
Country	India
Employees	7,000+
Website	www.fusionbposervices.com