

Siemens Enterprise Communications : Fortinet Protects OpenScape Cloud Services

Situation

As a provider of voice and communications solutions with more than 10,000 employees in 90 countries worldwide, Siemens Enterprise Communications offers easy-to-implement, reliable and secure Unified Communications (UC) solutions to its customers. These are supported by the OpenScale service offering, providing high-level enterprise-class managed services options for customers' internal infrastructures.

In that context, Siemens Enterprise Communications has been using Fortinet solutions to protect enterprise network perimeters and gateways as well as deliver various security functions available within the Fortinet UTM appliances.

More recently, Siemens Enterprise Communications has started to offer, through its partners, the voice and UC services as 'OpenScape Cloud Services' to customers using a public cloud. In order to do so, the company had to develop and set up secure and reliable IT and communications infrastructures as well as high-availability data centers in Germany and the U.S. Siemens Enterprise Communications' requirements were high in terms of security and reliability, guaranteed system stability as well as adequately dimensioned performance and scalability. In parallel, the security solution needed to support voice, unified communications and application data.

Another challenge for the cloud-based communication services of Siemens Enterprise Communications was to also meet the high service level requirements of its customers.

Frank Semmler, Head of Solution Management Security at Siemens Enterprise Communications explained: "When choosing the right solution, it was crucial to meet the service reliability requirements of our customers. In the event of a failure, our client must be ensured that day-to-day business can be resumed without interruption, in the shortest time. This explains the reason for our requirements on the UC firewall being so high."

As Siemens Enterprise Communications already had a long track record of using Fortinet's security solutions successfully within the data environment of enterprise customers, the evaluation of the Fortinet appliances made perfect sense: "The decisive factor was Fortinet's outstanding success in the preceding tests and the cooperation with Fortinet got off to a good start quickly," said Frank Semmler. "Also Fortinet's expertise in the provider and carrier sector, in addition to the personal support contributed to our decision. On a technical level, it was necessary to ensure that the new solution could actually function in compliance with the SIP standard and support all the voice and UC application functionalities, such as telephone-related functions, without impairing the performance or reliability of the communications solution."

Challenges

- Implementation of a global security solution to support cloud-based communications services delivered to enterprise customers
- Identify a security solution that can simultaneously support voice, unified communications and application data

Objectives

- Ensure high-performance and high-reliability security for cloud services
- Ensure adequately dimensioned performance and scalability for UC services
- Work in compliance with SIP standard

Deployment

FortiGate-310B
FortiGate-620B
FortiGate-1240B

Industry

Service Provider

"With the new highly available and failure-resistant clusters, we satisfy the cloud service high standards that our customers expect"

- Frank Semmler
Head of Solution Management Security
Siemens Enterprise Communications

Solution

In Germany and in the US, Siemens Enterprise Communications deployed multiple clusters of FortiGate-1240B network security appliances for high availability, ensuring the reliable protection and controlled accessibility of its data centers. The FortiGate clusters act as central firewalls for the cloud service. Over the coming years, several hundred thousands users of numerous customers will be connected through these either directly or indirectly. The clusters must therefore guarantee secure and reliable communication services.

Communication projects frequently involve the deployment of a “UC Firewall”, depending on the project size and the customer environment. Siemens Enterprise Communications requested high-performance design of their UC firewall solution, which is based on three Fortinet's hardware platforms: The FortiGate-310B, the FortiGate-620B and the FortiGate-1240B network security appliances. With all FortiGate models (from the FortiGate-200B upwards) being compatible and suitable for this application, Siemens Enterprise Communications can provide the right solution to meet every architecture requirement, irrespective of the size of the customer or project. The fact that the same software runs on every Fortinet platform simplifies the integration and configuration of each customer-specific hardware unit, as well as the management of the FortiGate appliances.

While Siemens Enterprise Communications already fully exploits all the extensive functions of Fortinet's UTM solutions for its customers within the data area, the provider primarily uses the FortiGate firewall and IPS features for its OpenScape secure cloud services. However, the scalability of the FortiGate appliances makes it possible to extend the cloud solution from a functional perspective and according to future demand. Functionality extension can be done on appliances already deployed: “This enables us to extend security within the scope of the OpenScape Cloud Services flexibly and, as such, also

satisfy the future high expectations of our customers with regards to a secure cloud service,” commented Semmler.

Success

The Fortinet appliances allow the secure integration of Siemens Enterprise Communications solutions into a customer mixed infrastructure, with the new UC firewall solution equally supporting data application, voice and UC traffic. “This is precisely what we need for the additional securing of network gateways and security zones within the communications services, such as in data centers. This will allow us to cater to customers' specific security requirements more effectively,” added Semmler.

Thanks to the high performance of Fortinet's appliances used, Siemens Enterprise Communications can meet all mid- and long-term operating requirements, including high loads during peak periods and possible disruptions, without noticeable constraints. A low latency of 2 to 250 μ sec makes the FortiGate appliances the ideal solution for the new voice services, since no delay is incurred during voice traffic and, as such, no restrictions in the quality of the services (QoS).

“With the new highly available and failure-resistant clusters, we satisfy the cloud service high standards that our customers expect. Confidentiality and reliability are not important to our customers only. We also expect our partners to respond quickly and efficiently when it comes to solving problems. This is where we can totally rely on Fortinet,” stated Frank Semmler.

Besides ease of use and the ability to use the solutions internationally, the price was also important. “The outstanding price-performance ratio offered by Fortinet was also a decisive factor, since Fortinet enables us to offer the right security solution at a competitive price, according to the customer, project size and security requirements,” concluded Semmler.

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