



RETAIL

Big Save Furniture Case Study

The Organisation

Big Save Furniture
Epiha St, Paraparaumu

The Challenge

To implement a highly secure, remotely managed robust and scalable network security infrastructure that would enable Big Save to work smarter, increase its productivity and leverage the benefits of broadband based VPN technology.

The SonicWALL Solution

Big Save invested in a Citrix frame and SonicWALL VPN, one PRO 2040 and 12 TZ 170s to ensure secure connectivity with high availability and productivity.

The Results

- Successfully switched from a very slow, poorly functioning manual system to ADSL- based VPN, enhancing the secure management and use of data from remote locations, increasing overall productivity, maximising sales and growth opportunities.
- Implemented and outsourced the administration and management of the network security infrastructure to maximise efficiency and effectiveness.
- Achieved total visibility of the distribution and sales channel, which allows Big Save to maximise sales opportunities, improve customer support and servicing and achieve greater profitability and business growth.
- Reduced resource costs and facilitated central management of Internet security solution.

Big Save - a home-grown New Zealand retail success story

New Zealand made-to-order retailer Big Save Furniture has achieved 100% growth in the past four years thanks to the company's investment in a highly secure, scalable VPN which connects its 12 nationwide stores to head office.

Delivered in partnership with Internet Security Specialists Network Pro, the SonicWALL® security solution has helped increase Big Save's productivity and business efficiency, supporting the accelerated growth of the business.

"Thanks to the SonicWALL solution data now flows freely, rapidly and securely throughout Big Save and our store managers are readily accessing real-time inventory and financial information. This organisation-wide visibility and data control enables us to respond quickly to business opportunities and has been a key factor in accelerating Big Save's recent growth," explains Steve Macris, Financial Controller at Big Save.

Transforming to a networked environment

The SonicWALL VPN links all of the stores in a secure and fail-proof environment. A SonicWALL TZ 170 firewall has been installed in each store to connect to the main SonicWALL PRO 2040 firewall at head office via encrypted VPN tunnels.

Layered into this solution are SonicWALL specialist services for content filtering, gateway anti-virus, anti-spyware and intrusion prevention which ensure the company enjoys the highest level of protection from threats and intrusions. Regular updates are automatically downloaded and installed throughout the VPN. Using the SonicWALL easy-to-use wizards, security policies have been centrally created. These are enforced on an individual and group basis over encrypted VPN tunnels to ensure maximum security for the network.

As part of this implementation Big Save also upgraded from ISDN to ADSL to take full advantage of the speed, accessibility and substantial cost efficiencies offered by Broadband always-on connectivity.

Real results in real time

With the SonicWALL networked solution Big Save now enjoys all the communication benefits the Internet has to offer with risks controlled and opportunities optimised.

Macris asserts that as a result of changing the way his employees go about their daily tasks the company has increased productivity, achieved major efficiencies, and reduced the overall cost of sales. He believes that, branch by branch, the company is making more money than ever before with an increase in growth profits by 180%.

"SonicWALL's solution has made an enormous difference to our business model with customer servicing and satisfaction dramatically increasing as a result. We can now act on real time information about our customers and stock which has helped us deliver a greatly enhanced customer experience. Our productivity and profitability has never looked healthier," says Macris.



Big Save Furniture

"SonicWALL's solution has made an enormous difference to our business model. We can now act on real time information about our customers and stock which has helped us deliver a greatly enhanced customer experience. Our productivity and profitability has never looked healthier."

*—Steve Macris
Financial Controller, Big Save*

Key SonicWALL Benefits

- Performance - Broadband connectivity offers high bandwidth to improve POS system performance as well as proprietary customer and company data exchange, ensuring maximum uptime and dramatically improving customer service levels and company management processes.
- Lower costs - Leveraging the broadband-based outsourced VPN solution, Big Save has been able to increase its profitability by reducing infrastructure costs and improving network management efficiencies.
- Efficient reporting - SonicWALL GMS Web-based graphical reporting tool translates log data from SonicWALL's firewalls into meaningful reports.
- Reliability - Big Save's SonicWALL VPN ensures high availability and full reliability to support employees in their day-to-day business activity.
- Security - SonicWALL solutions are designed with dedicated VPN processors that encrypt data using 156-bit 3DES encryption to protect proprietary company and customer information that is travelling across IP-based VPN.
- VPN for secure remote access - SonicWALL VPN-enabled firewalls deliver fast, secure remote access to network resources.

Putting security in the hands of the specialists

Rather than manage the solution in-house, right from the start Macris outsourced management and administration of the security infrastructure, appointing Network Pro as Big Save's Managed Security Services Partner (MSSP).

Using the SonicWALL remote management gateway - SonicWALL Global Management Service - it is easy for Network Pro to configure and manage all of Big Save's SonicWALL firewall settings as well as support and continually update the company's gateway anti-virus, anti-spyware, intrusion prevention and content filtering programs via the Web-based interface.

To assist Macris manage the business Network Pro also extracts data from the network and translates it into meaningful reports for Big Save to analyze.

"Customers who sign-up to managed security services are subscribing to peace of mind and increased productivity," says van Twuiver. "Threats to network security are becoming increasingly complex, but at the same time the success of companies, whatever their size, is dependent on uncompromised data and voice networks. Our managed security services allows organisations without in-house IT or security expertise to focus on their areas of core competence while we look after their business's network and productivity."

As Macris asserts, "Network Pro has taken the pain out of IT and network security for us and means we've also been able to focus on doing what we do best - provide high quality customer service and excellent value for money. Without Network Pro's support we could not have achieved our strategic growth goals in such a short time."

Never looking back

The achievements of this solution are ever more poignant when you consider the legacy processes Big Save had used up to the company's partnership with Network Pro. For two and a half decades Big Save had managed its business from isolated PCs located in each store. All inventory checks and financial management were conducted by laboriously transferring data via disk or phone to Head Office for appraisal and analysis.

Despite these semi-manual, slow and inefficient processes the company still managed to grow - with 180 employees currently working in the 12 stores and sales exceeding \$50m annually. However the company's growth was starting to slow at a time it wanted to accelerate which was the impetus for abandoning the archaic processes and seeking Network Pro's advice.

"Looking back, we could see we had comparatively poor visibility of our financials and stock control. We were starting to miss opportunities to maximise sales and couldn't effectively monitor or manage how our staff were using the Internet. We needed expert help and we certainly got that from Network Pro," explains Steve Macris, Financial Controller at Big Save.

Sights set on new opportunities

And the company is certainly not missing opportunities to grow now. Due to the scalability of the SonicWALL solution, additional retail outlets can be added to the VPN easily and Macris has his sights set on further expanding the retail chain in the years ahead. Furthermore he is also considering the merits of adding VoIP services into the mix to derive even greater value from the latest IP technology.

"Now that we have SonicWALL acting as our central hub we see the potential for adding additional layers of technology to help us build an even greater business. We have already come a long way and have grown faster than I thought possible - the potential is endless and we are optimistic for just what we can achieve with NetworkPro and the SonicWALL solution supporting us to move forward," concludes Macris.



SonicWALL, Inc.

Contact Renaissance Brands,
SonicWALL's exclusive distributor

T +64 (9) 968-3725

E info@renaissance.co.nz

www.sonicwall.com

