

The Organization

Services for the UnderServed, Inc.
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The Challenges

- Consolidate security management over a widely distributed network
- Provide a disaster recovery failover solution
- Comply with HIPAA regulations

The SonicWALL Solutions

- SonicWALL Global Management System
- SonicWALL TZ and PRO Series firewalls
- SonicWALL SSL-VPN 2000
- SonicWALL Comprehensive Gateway Security Suite

The Results

- Ease of management
- Enforced consistency of policies and standards
- Reduced administrative overhead
- Lower total cost of solution ownership
- Automatic WAN failover

Services for the UnderServed (SUS) provides support services for individuals with special needs to live with dignity within the community, direct their own lives and attain personal fulfillment. Through the work of a committed team of staff members, SUS serves individuals challenged by mental illness, developmental disabilities, physical disabilities, aging, HIV/AIDS, histories of homelessness, unemployment, incarceration and substance abuse. SUS tailors services to meet the needs, goals and preferences of the people and communities served.

The agency's funders view SUS as a partner in promoting innovative service models and best practices to serve people with challenging issues. SUS has capitalized on innovative information technologies to achieve performance excellence in all aspects of its service strategy.

The challenge: Managing security for a widely-distributed network

SUS supports 4,000 individuals annually, with 1,500 staff members distributed across 50 remote sites. SUS secures its distributed network traffic, including Web traffic, e-mail, messaging, FTP transfers, and other applications, using a range of over 50 SonicWALL® TZ, PRO and SSL VPN Series appliances.

"SonicWALL's comprehensive gateway security definitely helps us achieve our security goals," said Didi Doman, System Administrator at SUS. "But maintaining consistency across such a large organization with so many devices, administrators and versions is a really big challenge."

Doman needed a solution to consolidate network security management and ensure that compliance with SUS security policies and standards are consistently enforced. Additionally, it had to provide flexible networking, rerouting and disaster recovery options.

After evaluating a range of solutions to meet the needs of SUS, including Multiprotocol Label Switching (MPLS), Doman engaged the assistance of SysIntegrators, LLC®, a SonicWALL Gold Medallion Partner, in selecting a solution. SysIntegrators recommended the SonicWALL Global Management System (GMS).

The solution: SonicWALL Global Management System (GMS)

"You shouldn't need a PhD to use a security product," said Doman. "SonicWALL GMS was easy to manage and, unlike Cisco® solutions, it didn't require specialized skills to deploy."

Doman can now define, distribute, enforce and deploy a full range of service and security policies for all SonicWALL appliances. GMS provides a flexible, powerful and intuitive tool to deploy, manage and monitor a distributed network environment and set policies from a central location.

"GMS lets us push out a policy to all 50 devices in one shot in a couple of minutes," said Doman. "That would have literally taken weeks to do previously on each individual device."

Services for the UnderServed Case Study

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—Didi Doman
System Administrator
Services for the UnderServed, Inc

SonicWALL Benefits

- Centralized device management
- Active device monitoring
- Real-time alerting
- Centralized logging



The result: Consistent and reliable distributed network security

"We're a really happy SonicWALL customer," said Doman. "GMS has just really made management so much easier."

Active device monitoring and real-time alerting supplies real-time alerts with integrated monitoring capabilities enabling Doman to take preventative action and deliver immediate remediation.

"GMS is very proactive," said Doman. "We get alerts if there's an attempt to do a port scan, so we're aware of it as its happening. And daily scheduled reports alert us to expiring licenses."

Centralized logging in GMS consolidates security events and logs for all SUS security appliances, thereby providing a single point to conduct network forensics and security audits.

"We are bound to HIPAA regulations," said Doman. "GMS helps verify policies are consistent and actually enforced. It also lets us control and verify whether a junior level administrator is delegated control over a particular firewall. That's a big plus."

Doman had previously considered an expensive MPLS implementation for failover and disaster recovery. SysIntegrators demonstrated how SUS could use GMS to configure automatic failover to an alternate ISP should the primary connection fail.

"We were able to build an in-house Disaster Recovery failover solution using our SonicWALL firewalls and GMS," said Doman.

The future: Enterprise-Class Performance and Security

"We can pretty much find a SonicWALL solution for any networking issue we're facing," said Doman. "Our SSL-VPN 2000 makes secure remote access a breeze, even for outside vendors. Additionally, the Comprehensive Gateway Security Suite has enabled SUS to perform anti-virus, anti-spyware, intrusion prevention and content filtering at each of its sites. That reduced bandwidth and made each site more independent, without losing central control through GMS."

Doman now is considering the enterprise-class performance and security of the SonicWALL E-Class Series for extending gateway security and remote access. Engineered to drive the cost and complexity out of running a secure enterprise-class network, E-Class solutions deliver elegant simplicity and unparalleled value. The E-Class portfolio extends SonicWALL's commitment to providing premium solutions at a significantly lower total cost of ownership, through purpose-built solutions designed to address the unique requirements of each segment.

"SonicWALL is our one-stop shop for security products," said Doman. "They excel in branch office and remote management, and can scale from SOHO all the way to large enterprise."

"SUS greatly benefits from the security and infrastructure provided by the wide range of SonicWALL products," said Deepak Thadani, President of SysIntegrators, LLC. "We were able to help SUS really benefit from secure remote access, their Disaster Recovery strategy and management of all sites and devices using SonicWALL GMS."

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