

The Organization

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The Challenge

Enhance manageability and performance in an expanding global MSP business

The SonicWALL Solution:

- SonicWALL E-Class Universal Management Appliance (UMA) EM5000

The Results

- Lower administrative overhead
- Lower infrastructure costs
- Higher service levels

Founded in 1994, The Integration Works, LLC®, is dedicated to providing small-to-medium sized businesses meet their IT needs. Ten years ago, the company started selling SonicWALL® solutions to their customers, and soon thereafter began offering managed services for customer-owned SonicWALL appliances. Today these services include management, monitoring and reporting on approximately 200 SonicWALL appliances for roughly 50 clients worldwide.

The challenge: High-performance security solution management

Initially, the company managed these services using SonicWALL Global Management System (GMS) software on Windows® servers. As the company grew into a global enterprise, it became appropriate to migrate to a dedicated management appliance platform.

“We had been running our MSP business reliably with SonicWALL GMS for over five years,” said James Carter, CTO at The Integration Works. “But we eventually grew to the point where we were spending ten hours a week maintaining six Windows servers: four dedicated agent servers, a dedicated console server, and a dedicated SQL server.”

To ease administration while increasing performance, Carter decided to transfer the SonicWALL GMS solution to a dedicated appliance platform.

The solution: SonicWALL E-Class Universal Management Appliance (UMA) EM5000

The SonicWALL E-Class Universal Management Appliance (UMA) EM5000 centralizes policy management, monitoring and reporting for multiple SonicWALL appliances. The UMA EM5000 provides an effective way to configure, enforce and manage global policies for SonicWALL firewall, anti-spam, backup and recovery, and secure remote access solutions. The appliance simplifies and automates multi-level policy management, monitoring and compliance reporting with flexible, powerful and intuitive tools.

Carter first migrated the entire SonicWALL GMS system onto a single SonicWALL UMA EM5000 appliance, and then added two more UMA EM5000 appliances for load balancing.

“We can’t afford to be down,” said Carter. “We were able to migrate in a 24-hour period with minimal customer impact. Support was outstanding. The transition was seamless.”

Multiple SonicWALL UMA devices, when deployed in a cluster, can scale to manage up to thousands of SonicWALL security appliances, providing an ideal solution for small-to-medium sized businesses, enterprises and managed service providers that have either single-site or distributed multi-site environments.

The result: Lower costs and higher performance

“The SonicWALL UMA literally saved our MSP business,” said Carter. “Because the SonicWALL UMA is built from the ground up to run GMS, it’s much faster and more power-efficient than before. Replacing six Windows servers with three UMA devices cut our infrastructure costs in half.”

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—James Carter
CTO
The Integration Works

The Integration Works applies the SonicWALL UMA solution to inventory firmware, track service expirations, reset passwords, track remote access log-ins, and generate Web usage reports.

"Web reports have been instrumental in curbing unauthorized Internet usage at many of our clients," said Carter. "Some of our SOX clients use SonicWALL UMA reporting to fulfill a portion of their Internet auditing requirements."

The SonicWALL UMA solution also eases troubleshooting of client ISP issues, by enabling the company to track circuit IDs and other ISP information, along with the TCP/IP settings, all in one place.

"The SonicWALL UMA differentiates us from VARs that can't offer worry-free management," said Carter. "It also helps us generate revenues through providing our customers with recurring services as well as other SonicWALL solutions. Every quote we send out to new clients includes managed security over SonicWALL UMA."

The future: Purpose-built to scale

To date, The Integration Works uses the SonicWALL Universal Management Appliance (UMA) solution to manage SonicWALL Unified Threat Management (UTM) firewalls and SSL VPN appliances. Recent advances in the UMA platform will now enable The Integration Works to manage their customers' SonicWALL Anti-Spam email security appliances, as well as SonicWALL Continuous Data Protection (CDP) backup and recovery appliances.

"Because we don't have to maintain a separate OS, the SonicWALL UMAs are much easier to scale as we grow," said Carter.

SonicWALL Benefits

- Purpose-built management solution
- Greater management performance
- Broader scope of solution management

SonicWALL's line-up of comprehensive protection



NETWORK
SECURITY



SECURE



WEB AND E-MAIL
SECURITY



BACKUP
AND RECOVERY



POLICY AND
MANAGEMENT

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