



The Organization

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The Challenge

Establish a secure, powerful, reliable and cost-effective distributed network to support a nationwide service business

The SonicWALL Solution

- SonicWALL E-Class NSA E7500
- SonicWALL TZ 190 and TZ 170 network security appliances
- SonicWALL Global VPN Client (GVC)
- SonicWALL Global Management System (GMS)
- SonicWALL SSL-VPN 2000
- SonicWALL Email Security 400

The Results

- High-performance Unified Threat Management (UTM)
- SonicWALL IPSec VPN site-to-site tunnel between all distributed locations
- Stateful VPN failover
- Replication of Active Directory domains
- Comprehensive anti-virus, anti-spyware and intrusion prevention protection
- Complete inbound and outbound anti-spam and e-mail protection
- Secure remote access for corporate laptop users
- Secure wireless guest access

The nation's fourth-largest publicly traded death care company, Carriage Services (NYSE: CSV) owns funeral home and cemetery facilities in 29 states, which are run by established professionals within each local community. Carriage is committed to being the most professional, ethical, and highest quality funeral and cemetery service organization. To maintain these high standards, Carriage leverages technology to provide distributed local sites with corporate infrastructure for office, payroll, insurance, and accounting services, as well as specialized technology for personalizing memorial DVDs.

The challenge: a secure and reliable distributed VPN that doesn't limit performance

"It's a very personal business, so it's not something you can put a cookie cutter to," said Jeff Parker, manager of offsite systems. "Making sure the technology is secure and reliable is critical. When a managing partner is providing services for a family during an emotional time, they can't be burdened with network problems."

To support approximately 1,000 users and 173 locations, Parker established a virtual private network (VPN) over the Internet to eliminate costs of leased point-to-point lines. With only three in-house technicians focused on network infrastructure and security, ease of deployment and management was imperative. "We reviewed Cisco® and Netopia® for a VPN, but unlike those, the SonicWALL® solution was up and stable in twenty minutes," said Parker. "It didn't require a network guru."

Previously using SonicWALL PRO and TZ Series network security appliances, Parker established site-to-site IPSec VPN tunnels between his corporate gateway and all his edge locations. "Right out of the box, these were very powerful firewalls," said Parker. "I used them for intrusion prevention, content filtering and gateway anti-virus, and they fully met our compliance audit standards for encryption and security. The TZ 190s are very affordable and easy to set up. I ship the box to the location, and they just plug it in and they're connected."

To ensure authentication redundancy for business continuity, Parker replicated his Active Directory controller at multiple sites. "My TZs automatically recognized and failed over to a secondary PRO gateway if the primary went down, without me having to spend thousands on collocation systems. If I disconnected my primary PRO, the VPN was fully up at all locations in under 15 minutes, and I didn't have to touch a thing. My boss says he's never seen that happen so smoothly."

"I've got a complex configuration," said Parker. "For instance, I utilize Class C address ranges within a Class B network. SonicWALL handles that with ease. No other vendor even comes close. With Cisco, I'd have to write a rule and a NAT policy for each traversal. At five per location over 173 locations, that's about 1,000 NAT policies that I'd have to physically encode and maintain."

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"Before, we were running four boxes at the main location at 35-40% utilization. Our new E7500 is running all those services with a high availability pair at under 20% utilization. My infrastructure's simpler, and using stateful failover, if the primary goes offline, all the VPN tunnels remain live."

*– Jeff Parker
Manager of Offsite Systems
Carriage Services*

SonicWALL Benefits

- Easy IT configuration and management, providing lower cost of ownership
- Simplicity and reliability eases stress in an emotionally challenging work environment
- Automated VPN redundancy and rapid, cost-effective disaster recovery
- Thorough protection of sensitive and confidential data
- Enhanced productivity from spam-free e-mail communications
- New revenue opportunities from ability to offer customized services



The eventual challenge for Parker was in applying all of SonicWALL's protective services while retaining full network performance. "To get the performance I wanted, I had to use a high-availability pair of PRO 5060s to handle all of my edge services and an HA pair of PRO 4060s for the VPN." Another set of these units were located at the backup facility. That's a total of six SonicWALL units to facilitate high availability and disaster recovery.

The solution: SonicWALL E-Class NSA E7500

For assistance, Parker turned to CITOC, a Houston-based certified provider of hosting and convergent business IT solutions. "We saw Carriage as a great candidate to pilot SonicWALL's new E-Class NSA E7500," said B.J. Farmer, president. "With its multi-core architecture, the E7500 lets Carriage take full advantage of SonicWALL's gateway protection, intrusion prevention and content filtering without sacrificing any performance. This allowed Carriage to consolidate six units down to three while retaining high availability and disaster recovery abilities"

The result: full security with full performance

Parker is thrilled with the results. "Before, we were running four boxes at the main location at 35-40% utilization," said Parker. "Our new E7500 is running all those services with a high availability pair at under 20% utilization. My infrastructure's simpler, and using stateful failover, if the primary goes offline, all the VPN tunnels remain live."

Parker manages the entire VPN from a single console using the SonicWALL Global Management System. "I've got the GMS at my home, so in a disaster scenario, I can manage the entire network from there."

The future: leveraging wireless and clientless SSL VPN remote access

"We tout ourselves for using leading edge technology quicker than our competitors," said Parker. For example, Parker has deployed SonicWALL Global VPN Client (GVC) to provide wireless guest services that enforce security policies, anti-virus and content filtering lists on all guest user traffic. "Ten years ago, technology probably had absolutely zero impact on our revenue generation," said Parker. "That is changing significantly. Before, maybe one out of a hundred services requested a multimedia memorial DVD. Now it's closer to nine out of ten. I was getting dozens of requests asking if I could supply client families with wireless access onsite, mainly for accessing photos of loved ones online. By offering that service we definitely gain a competitive advantage."

"Going forward, we're looking into leveraging more of the abilities of CITOC and the Virtual Assist feature of our SonicWALL SSL VPN, as well as considering upgrading to the SonicWALL Aventail E-Class SSL VPN product line," said Parker.

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