

The Organization

The Body Shop Canada
469a King Street West
Toronto ON M4V3M4
www.thebodyshop.com

The Challenge

Replace aging Internet security appliances with a new system that delivers secure, reliable and cost-effective connectivity for critical communications between headquarters and stores.

The SonicWALL Solution

Deployed a comprehensive SonicWALL solution consisting of one SonicWALL SP Internet security appliance at each store with a broadband connection to a SonicWALL PRO Series firewall/VPN appliance at headquarters. Connectivity was via ADSL, with automatic failover to a dial-up modem integrated into each SP.

The Results

- Secure connections over the public Internet for business-critical data such as credit/debit card transactions, POS polling and payroll
- Reliable connectivity due to dial-up modems integrated into each SP appliance
- Easy management and support due to a single-vendor solution
- Money saved from reasonable equipment and bandwidth costs, trouble-free operation and easy management

The Body Shop Canada Counts on SonicWALL for Secure Internet Connectivity That is Reliable, Easy to Manage and Cost Effective

The Challenge

The Body Shop Canada has long been sold on the business benefits of broadband communications between headquarters and its stores. Fast, affordable connections over the public Internet allow retailers to transmit credit and debit card transactions, POS polling and payroll information in real-time. This can improve customer service, speed the supply chain and streamline operations. To gain such benefits, however, the connections must be highly secure, the service reliable and the system easy to manage and support.

These issues surfaced for Mike Mahoney, when, as director of IT at The Body Shop Canada, he had to replace an inventory of aging security appliances at each store, a mix of company-owned and franchises. Not only were the legacy units unreliable, they were difficult to manage and had no capacity for redundancy – if the broadband connection failed, the store was off-line, period. This led Mahoney to seek an affordable solution that would provide secure connectivity, offer redundancy in the event of a broadband failure, and be easy to manage.

The Solution

Mahoney had already used the SonicWALL® PRO Series Internet security appliances at headquarters for firewall/VPN gateway services, and he was pleased with their performance and price point. He also knew that a single-vendor solution would be preferable. "I learned from our early work in creating a VPN network that your centralized security and your edge devices should be from the same vendor," he says. "That gives you stability in the VPN tunnel and is easier to manage."

When his reseller recommended the SonicWALL SP as a firewall/VPN appliance that was successful at many retail stores, he gave it a look.

In addition to firewall/VPN security, the SP features automatic failover to a built-in dial-up modem if the broadband fails. It is also simpler to support than a separate outboard modem, and allows use of cost-effective ADSL broadband. Says Mahoney, "To get to 100% reliability we would have had to use very expensive lines, but the redundancy lets us use ADSL, which is competitively priced but not always available."

Sold on SonicWALL, The Body Shop and its reseller rolled out the SPs to all 106 stores in conjunction with new broadband services, configuring the IPsec VPN with 3DES encryption for maximum security. The deployment went smoothly, averaging about four stores a day.

The Body Shop

"We needed a secure, Internet connectivity solution with a dial-up modem to maintain the connection in the event of a broadband failure. We liked the SonicWALL SP security appliance because it had a dial-up modem built-in, delivering reliable connectivity without requiring an external modem."

— Mike Mahoney
Director of IT
The Body Shop Canada

"The solution is so cost effective that we actually paid for the units to be deployed at the franchises—something you don't often see!" Mahoney says. "We wanted them to see the benefits of being connected to our internal Web services, of sharing information, and to prove that the network was stable. We told them, "We are so convinced that this technology will benefit our bottom line, we'll pay all installation, material and ongoing costs. After one year you will only be responsible for the cost of your ADSL."

How have the franchises reacted to the new technology? Says Mahoney, "They love it. It's so hassle-free that they don't need to be concerned about the technology behind their connectivity. That's just perfect for us."

SonicWALL Benefits

Secure connectivity

SonicWALL firewall/VPN appliances provide comprehensive security. The firewalls at each store and at headquarters ensure that vital information is secure from hackers and other threats, while the VPN secures all communications over the public Internet.

Reliable connectivity

The redundant dial-up modem ensures uptime and provides for deployment flexibility. "When our WAN provider's contract was ending, in some stores we operated for months on the dial-up," Mahoney says. "It's a good insurance policy."

Easy management and support

The SonicWALL SP and PRO Series appliances work together flawlessly, with a consistent interface and management tools that are easy on IT staff.

Money saved

Several factors lessen the cost: reasonably priced equipment, modest ADSL charges, trouble-free operation and ease of management and support.

Space saved

The integrated dial-up modem in the SP appliances delivers a small footprint—ideal for retail stores with space constraints.

SonicWALL Contacts

retail@sonicwall.com

SonicWALL, Inc.

1143 Borregas Avenue
Sunnyvale CA 94089-1306

T +1 408.745.9600
F +1 408.745.9300

www.sonicwall.com

