



About the Partner: FTS Solutions specializes in retail management systems and other web-based solutions to stay ahead of the fast-evolving retail industry. Their focus is on grocery support, employing modern technologies to provide efficient and cost-effective customer solutions. FTS' software was designed to have back-office functions like setting prices, setting promotions, reviewing transactions, managing employees, etc., in the cloud, making it imperative that FTS become empowered to diagnosis issues on the network, plus provide quick and affordable support, all while keeping firewall configurations updated.

Solutions Included:

SD-WAN
Cellular Failover
Embedded Firewall
Application Control
Cloud Management
Cloud VPN

The Challenge

As the Chief Executive Officer of a growing technology management provider, Sumit Mathur leads all aspects of FTS Solutions in support of their growing dispersed client locations. FTS provides activity management from the cloud at each client store, from the back-office to the checkout lane, making it imperative that their team is empowered to diagnosis issues, while providing quick and affordable support. FTS was also challenged with the client business need of always-on connectivity, ensuring no lost revenue due to downtime.

Previously, FTS used on-premise firewalls, but they were hard to manage and difficult to make changes to for so many clients. "It was a very laborious process to keep the security and firewall policies up-to-date," said Sumit.

Prior to Netsurion, FTS Solutions faced:

- Lack of a cellular failover client solution to avoid interruptions in credit card transactions or other important back-office functions.
- Time-consuming, labor-intensive work keeping security and firewall policies up-to-date.
- Accelerated support time requirements, without proper insight about issues happening on a client's network.

"We look at Netsurion as a strategic, long-term partner, offering a great product at an affordable price. Netsurion is easy to do business with and we look forward to doing more together in the future."

- Sumit Mathur,
Chief Executive Officer, FTS Solutions

The Solution

Sumit and his team chose Netsurion BranchSDO to take their distributed network — once limited by firewall management abilities and downtime — to optimal performance with secure connectivity, threat protection, and policy orchestration. Their decision was made easier due to how well BranchSDO worked with their own software. As an added bonus, they could upgrade their clients' solutions at an affordable cost.

"The CXD edge appliance, as part of the BranchSDO solution, gave us the ability to easily manage security and firewall policies centrally over a dashboard on the cloud," said Sumit. Ultimately, adding cellular failover made BranchSDO more attractive to FTS and addressed a client need.

A huge selling point was the affordability of Netsurion BranchSDO. "The price point allowed us to provide better services for our clients at a lower price, making the sale to the customer much easier," said Sumit.

Of even more importance was the support capability, enabling FTS to build stronger client relationships. "With BranchSDO, we are able to better support and respond quickly to our customers," Sumit said.

Results

"Previously, when a customer called into the FTS help desk, they were sometimes unsure of the root of the issue. Now that we are using BranchSDO, we can provide quicker, more accurate diagnosis of the problem, and in turn, build the client relationship," said Sumit. Since FTS is diagnosing their clients' issues remotely, the BranchSDO Orchestrator gives them more insight into the issue.

"The onboarding process was smooth and quick. It was a seamless transition for our first client that used the CXD edge appliance in their stores, and has continued," said Sumit.

FTS' recap of benefits include:

- The ability to remotely manage large clients with different types of endpoints
- Automatic cellular failover
- A turnkey PCI package

The improved support is key for FTS because they are not in close proximity to their customers. "We are reliant on Netsurion to help us have our clients' backs. Quick diagnosis of support issues translates to lower support costs, and in turn, happier clients," said Sumit.

"In our clients' businesses, security and PCI compliance are necessary. They are retailers doing a significant number of credit card transactions. Credit card security is paramount because grocers become liable for breaches on their network. And on top of that, our clients are required to be PCI-DSS compliant. We are excited to give them a turnkey package of compliance and security, by partnering with Netsurion," Sumit said.

About Netsurion

Netsurion powers secure and agile networks for highly distributed and small-to-medium enterprises and enables the IT providers that serve them. In such environments, the convergence of threat protection and network management are driving the need for greater interoperability between the NOC (network operations center) and the SOC (security operations center) as well as solutions that fuse technology and service to achieve optimal results. To this end, Netsurion has converged purpose-built network hardware, innovative security software, and flexible managed services.

Netsurion's SD-Branch solution, BranchSDO, is a comprehensive network management and security solution consisting of SD-WAN, next-gen security, cellular, Wi-Fi, and PCI DSS compliance tools and support. At the heart of the solution is the CXD, Netsurion's SD-WAN edge appliance. Netsurion's Security Operations solution, EventTracker, delivers advanced threat protection and compliance benefits in a variety of deployment options: a SIEM platform, a co-managed SIEM service with 24/7 SOC, and a managed SIEM for MSPs. www.netsurion.com Twitter: @Netsurion