Organization
Goltens

Country
Dubai
UAE

Industry
Construction & Engineering

"Internet is one of the most essential tools for Goltens. The organisation cannot run without Internet connections. Hence Internet security is of prime concern."

- Mr. Jose Thomas
Group IT Manager
Goltens

Goltens Turns to Cyberoam for Internet Security

About Goltens
Goltens is a leading provider of specialized repair, maintenance, reconditioning services and trading of engineering components for the worldwide shipping, offshore marine installations, industrial plants and power stations.

Goltens is the only independent repair specialist to offer ship owners, managers and OEMs all-inclusive worldwide service. Established in New York and Oslo during the 1940's to meet a growing demand for diesel engine repair and spare parts, Goltens quickly became the leading in-situ and ship repair specialist, a position it has held for over six decades.

The Goltens Challenge
Safe and secure Internet is a critical IT requirement of Goltens to ensure business continuity and productivity uptime. Again, Goltens being a company being with global presence and reach, strong protection of sensitive data across networks is of great significance.

According to Mr. Jose Thomas, Group IT Manager at Goltens, the company was facing the following security and connectivity challenges related to its business activities.

Access Control and Intrusion Prevention

Mr. Thomas wanted a solution that would control the entire Internet traffic and provide a level of protection from network-based attacks by allowing good traffic and denying bad traffic as defined by a security policy. The external threats to the network in the form of spyware posed an important security threat to Goltens' business activities. So to avoid data tampering or loss of important communications due to intrusion by external entities, a strong Firewall and IPS solution were of utmost importance.

Scheming Spam & Malware

"Another important concern was that our network was being slammed with spam mails and many important mail exchanges were being lost in the labyrinth of spam mails. The employees had to check and delete these spam mails manually, which took up some of their productive time", observed Mr. Thomas. Therefore an effective anti-spam solution which could block the spam before it reaches the company's network was a high priority.

In addition to bringing under control the spam prevalence, it was imperative that the solution had strong anti-virus protection features as well. In the existing scenario, Goltens was exposed to the threat of major virus attacks resulting in network downtime.

A perimeter level anti-virus & anti-spam solution was required that would protect the network, scan and clean any malware or spyware over the network to ensure the contents' sanctity.

Business Continuity Concerns

Goltens has evolved into an organisation with independent networks at remote sites supporting many users. The primary challenges for Goltens were to provide access to sensitive data across a more secure and stable VPN.

Virus and Spam attacks were the chief security concerns faced by Goltens.

Internet is relied on profoundly to allow remote sites VPN access back to the main office.

"We were not happy with the existing security solution which had limitations in addressing the security concerns. We faced connectivity issues between our various offices. If Internet was down our business activities would come to a halt," Mr. Thomas said. So in order to ensure business continuity, Goltens realized the need for a UTM solution that could provide fail over option. So, multiple ISP links load balancing, and failover is also a critical need.

The Cyberoam Solution

Goltens carefully studied some of the security solutions available in the market before zeroing in on Cyberoam. Mr. Thomas said, "Cyberoam had a clear winning edge over others because it offered a one stop and a comprehensive solution to address all of the IT security needs of our organization, without any compromise to quality, and besides being cost-effective."

Cyberoam ICSA and Checkmark certified firewall - provides granular access controls over Internet traffic and the network resources.

After careful analysis and testing, Goltens deployed Two (2) CR250i at the Head Office in Jaddaf, and Two (2) CR25i at the various branch offices across the country through the system integrator Emtech Computer Co. LLC. All the appliances were deployed in gateway mode.

Cyberoam's leading Value Added Distributor, Bulwark Technologies LLC, provided their expertise support along with Emtech team during the pre-sales and the post–implementation services and fine tuning the appliances as per their requirement. "We are impressed by the professionalism and the prompt responsiveness of the implementation team", remarked Mr. Thomas.

The business benefits were as follows:

Identity-based Security

Cyberoam UTM delivered unexpected value additions such as the award-winning identity-based security feature which provides full visibility of user activities in the network. To elaborate, after integrating Cyberoam into the Goltens network infrastructure, Mr. Thomas used its Active Directory Services (ADS) to include all Goltens Internet users in the database so their online activities could be further monitored.

Total Network Protection

Cyberoam's Dual-Certified Firewall and the powerful IPS tool ensure protection of Goltens' network from unauthorized access attempts that arise internally and externally. Also it guarantees full-proof security of network perimeters from hackers, DoS attacks and IP spoofing attacks. Mr. Thomas now felt the network is secure

Reduced Spam and Malware

Cyberoam's Check Mark Certified anti-virus solution scans the Web surfing (HTTP, HTTPS, FTP-o-HTTP) and mail traffic (SMTP, IMAP, POP3) to ensure that no malware sneaked in.

After deploying the Cyberoam solution, drastic reduction was noticeable in the number of spam mails that earlier clogged up Golten's networks. The solution has the inherent and adaptive intelligence to scan, detect and filter spam mails before they reach the inboxes. In this way, the employees are free to focus on more productive things rather than sorting out the spam mails.

The Virus Outbreak Detection (VOD) feature detects and blocks any kind of virus threats and assures healthier and safer mail communications.

The anti-spam solution also has a unique feature - Virus Outbreak Detection (VOD) which detects and blocks any zero day attack and vulnerability exploits.

"Cyberoam is a perfect Unified Threat Management solution catering to the end-to end-network security requirements of Goltens. It meets our expectations in terms of providing a strong, reliable and user-friendly security environment", concluded Mr. Thomas.

Total Business Connectivity

Cyberoam UTM's IPSec VPN solution bridged the geographical distances between the branch and head offices. Employees can have secure access to resources from any location", explained Mr. Thomas. The VPN provides for immediate and instant updates of daily business transactions conducted in Head office to branches and vice versa.

Driven by business need of organization's connectivity over Internet, Goltens has two (2) ISP links. Cyberoam's Multi-Link Manager intelligently load balances the traffic and manages link failover between the two (2) broadband links. These links terminate on Cyberoam. The Multi-Link Manager constantly monitors the performance of the links. In case of a link failure, the load is automatically transferred to the working link, seamlessly, which leads to 100% Internet uptime, and round the clock availability of requisite bandwidth. In case of a link failure, Cyberoam automatically switches the traffic to the working link. So the organization gets a transparent multilink management with no human interference. On the way, it also bridges our connectivity and productivity requirements.

Conclusion

"To sum it up Cyberoam is a perfect Unified Threat Management solution catering to the end-to end-network security requirements of Goltens. It meets our expectations in terms of providing a strong, reliable and user-friendly security environment", concluded Mr. Thomas.

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Unified Threat Management

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