

CASE STUDY

# Armor Trusts Fortinet To Monitor Its Customer Deployments

A global cybersecurity software company, Armor provides 1,000+ customers with data and application protection in their private, public, or hybrid clouds. In addition, Armor helps its customers comply with major regulatory frameworks and controls.

With a large IT team that's just under 100 employees, Armor's support team leverages FortiMonitor by Fortinet to prevent outages and issues for its customers. FortiMonitor is its single source of data on the health and performance of its systems.

## Customer-forward Infrastructure Monitoring

Due to Armor's large number of customers, its support team relies on multitenancy features of FortiMonitor to organize customer environments and groups. Its support team is then able to access their customer's environment when needed, ensuring that they are working within the correct systems and maintaining their service-level agreements (SLAs).

Armor's use of FortiMonitor extends beyond its day to day; currently, its team is in the process of migrating its infrastructure to a new provider. During this process, it is using unlimited FortiMonitor dashboards to ensure that the migration goes correctly.

## Empowering Armor's Support Team

When issues do occur, Armor's support team knows that Fortinet is there for them. Armor's support team is able to leverage Fortinet to their advantage, resolving issues before their customers are aware of them.

Armor also takes advantage of Fortinet's integration with the popular ticketing system, JIRA. Fortinet is able to create tickets in JIRA automatically, meaning Armor's team can quickly triage the incidents and begin resolving issues right away.

By centralizing their source of data with Fortinet, Armor's support engineers are able to quickly correlate alerts they receive to the performance of their infrastructure. They are able to proactively monitor their customer's infrastructure, and provide the support that customers need and expect from their security service.



*"FortiMonitor gives us ability to help get our customers up and running faster, or get their issues resolved faster. And we're very happy with that."*

– Kason Eldred, Director of DevOps, Armor

## Details

**Customer:** Armor

**Industry:** Global Cybersecurity Software

**Location:** Richardson, TX

## Highlights

- 100+ IT employees
- 8,000+ devices monitored
- 1,000s of customer environments

## Continuing To Leverage Fortinet

Armor's support team is currently looking to expand their use of the automation that FortiMonitor can provide them with.

With FortiMonitor in place, Armor can meet its objective of bringing all its infrastructure monitoring under one umbrella and deliver even better service to its customers.

With better visibility across its organization and its customer deployments, Armor is optimizing its IT operations by reducing time troubleshooting incidents, and fielding fewer support calls.

From utilizing Fortinet's automated diagnostics and remediation with FortiMonitor to providing its customers with richer features, Armor is seeing a bright future working with Fortinet.

*"FortiMonitor is the cornerstone of us getting to the bottom of issues as quickly as we do."*

– Kason Eldred, Director of DevOps, Armor



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