



CASE STUDY

Fast, Smart, and Secure Remote Working for Employees and Customers



Network Contacts is a top national player in the field of business process outsourcing (BPO), customer relationship management, digital interaction, and call and contact center services. Founded in 2001 as a call center, the company initially engaged in marketing and telemarketing activities. In time, they shifted their focus to customer care for companies in the telecommunications, energy, and financial services sectors, and invested in R&D and innovative projects within the company. With its headquarters located in Molfetta (Bari), Network Contacts has additional offices located in Rome, Concorezzo, and Romania. Of the 4,000 phone consultants, 3,500 are located in the province of Bari.

Revolutionizing the Corporate Infrastructure

In 2012, Network Contacts chose to revolutionize the company's infrastructure, with the support of Fortinet Partner Joy Comm, in order to protect their corporate data, which represented a strategic and critical factor in their business. Joy Comm chose Fortinet as an ideal partner to implement the most suitable security solution for the infrastructure.

The new infrastructure included several components from the Fortinet Security Fabric, key among them FortiGate next-generation firewalls (NGFWs). The first high-availability (HA) cluster of FortiGate NGFWs was installed between 2012 and 2013 to secure the corporate infrastructure and network connected to customers in the banking sector. The new firewalls also enabled Network Contacts to comply with the Payment Card Industry Data Security Standard (PCI DSS). Furthermore, to extend security to the network access layer, secure Wi-Fi was implemented with FortiAP wireless access points. Finally, for greater network visibility and insight, the FortiAnalyzer centralized logging and reporting solution was deployed to provide analytics-powered security and log management. In the years that followed, a critical data center was activated, which Network Contacts uses to provide high-level services to its digital customers. The data center is protected by a FortiGate NGFW; the headquarters in Molfetta, as well as the offices in Milan, Rome, and Romania, have also been secured with the FortiGate HA Cluster.

Enabling Remote Working in Record Time

Technically speaking, the enablement of remote work has been greatly facilitated by Network Contacts' attention to technology, which has led—in several stages—to the adoption of specific solutions and tools. However, due to the COVID-19 global pandemic, a more important requirement arose: making certain that all employees could authenticate

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– Mario Modugno,
IT Manager for Network Contacts

Details

Customer: Joy Comm for Network Contacts

Industry: Service Provider

Location: Italy, Province of Bari

themselves remotely, thus ensuring that business continuity was not only maintained, but secured. As a result, in March 2020, the final phase was launched and involved the activation of FortiAuthenticator to authenticate call center operators using multi-factor, strong authentication. This was deployed in record time and allowed more than 3,000 people to securely work from their homes.

Infrastructure and Teamwork Enabled Remote Working in 48 Hours

Thanks to the support of Joy Comm's consultants and Fortinet's solutions, Network Contacts could continue to operate without affecting businesses and customers. Within two weeks, smart and secure remote working was enabled ensuring that all employees were provided with a secure work-from-home environment.

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"It has been great teamwork, mainly made possible thanks to Fortinet's prompt response, which allowed us to be up and running in just 48 hours, providing everything we needed to achieve this incredible result. Speed, responsiveness, and security were the key factors in this synergy," adds Filippo Rossi, general manager of Joy Comm.

Looking ahead to the next months, Network Contacts is considering—in collaboration with Joy Comm—the implementation of switches for the internal infrastructure and the adoption of another firewall cluster to support it.

Business Impact

- Implemented a smart and secure remote-working environment in record time
- Guaranteed strong authentication for employees and customers

Solutions

- FortiGate
- FortiAP
- FortiAuthenticator
- FortiAnalyzer

