FORTINET

Securing Retail Environments with Fortinet

Safeguard Against Today's Cyberthreats

Table of Contents

Executive Summary

In today's dynamic retail sector, where the fusion of branch locations, data centers, and cloud environments is paramount, implementing hybrid mesh firewalls (HMFs) to protect rapidly evolving infrastructures is crucial. Retailers managing numerous transactions and data across various nodes require a robust framework designed to secure their digital operations. This is where the advanced capabilities of Fortinet Secure SD-WAN and data center firewalls become essential.

Hybrid Mesh Firewalls for Retail Customers

Retail networks are growing in complexity, with multiple branch locations and a blend of on-premises and cloud-based operations. This ongoing expansion complicates network management and increases vulnerability to cyberthreats. Traditional network solutions fall short in addressing these multifaceted challenges. Enter the Fortinet Hybrid Mesh Firewall, which incorporates Fortinet Secure SD-WAN and data center firewalls to provide a comprehensive security solution tailored for retail environments.

Fortinet Secure SD-WAN for Retail

Fortinet Secure SD-WAN, a converged networking and security platform, provides critical benefits for retail organizations. It integrates functions like SD-WAN, next-generation firewall (NGFW), advanced routing, and zero-trust network access (ZTNA) on a unified operating system—all managed through a single console. This integrated approach simplifies network operations across retail branch locations while ensuring robust security everywhere.

SD-WAN use cases for retail:

- **Unified management for branch locations:** Retail chains often grapple with managing numerous branch networks. Fortinet Secure SD-WAN offers a simplified solution, integrating LAN, WLAN, and WWAN across hardware, software, and management levels. This ensures enhanced connectivity and user experience, crucial for retail operations, and all of it can be managed from a single console.

- **Seamless multi-cloud connectivity:** Retailers increasingly rely on cloud solutions for inventory, sales, and customer data management. Fortinet Secure SD-WAN facilitates secure, faster, and seamless connectivity across cloud environments, reducing their security footprint while optimizing cloud integration.

- **Optimized hybrid workforce:** In retail, where the workforce might be distributed across a variety of locations, including remote setups, Fortinet Secure SD-WAN enhances the network and security experience. It offers cloud-delivered SD-WAN and security—essential elements for today's mobile and flexible retail workforce.

Fortinet Data Center Firewalls in Retail

Fortinet data center firewalls are designed to meet the unique needs of the retail sector. These firewalls provide high-performance, advanced security with deep visibility into complex threats, and granular controls to protect sensitive retail data and applications in data center environments.

Data center use cases for retail:

- **High-traffic load balancing:** Retail data centers often experience high traffic volumes, especially during peak sales periods. Fortinet firewalls efficiently manage this traffic, seamlessly scaling to ensure smooth operations and prevent downtime.

- **Secure payment processing:** Because financial transactions are central to retail operations, Fortinet firewalls offer robust protection designed for payment processing systems to safeguard against breaches and maintain customer trust.

- **Compliance and data protection:** Retailers are bound by various compliance standards, such as PCI-DSS for payment data. Fortinet firewalls provide the necessary security measures to ensure compliance and protect sensitive customer information.

This unique approach emphasizes the importance of an integrated, scalable, and secure network infrastructure. It highlights the effectiveness of Fortinet's solutions in simplifying complex retail networks, ensuring high performance, and providing robust security against evolving cyberthreats. This holistic security strategy approach is essential for retail organizations striving to maintain operational efficiency and customer trust in today's increasingly digital marketplace.

Customer Success Stories

The following eight case studies provide deep insights into how Fortinet Hybrid Mesh Firewall solutions can be successfully deployed in various worldwide retail organizations to secure their digital transformation.
We hope you find these real-world success stories inspiring.

Axfood

Swedish Food Retail Group Prepares for Digital Transformation through Fortinet Data Center Firewall Upgrade

Overview

Axfood, Sweden's second-largest food retailer, has embraced digital transformation to enhance customer experience and maintain its commitment to sustainability and innovation. As part of its digital initiatives, Axfood recognized the need to upgrade its cybersecurity infrastructure to protect its growing retail, logistics, and distribution operations from evolving cyberthreats.

After evaluating various solutions, Axfood chose Fortinet's cybersecurity offerings, including FortiGate Next-Generation Firewalls, FortiManager, FortiAnalyzer, and FortiSandbox.

This suite provided the necessary scalability, flexibility, performance, and in-depth threat protection they needed, enabling the company to secure its applications and multi-cloud environment efficiently and cost-effectively.

With Fortinet's solutions in place, Axfood can ensure high throughput, low latency, and proactive detection of sophisticated attacks. It has gained enhanced control and visibility over its infrastructure, enabling more strategic planning and less reactive problem-solving.

Business Impact

- Strong and evolving protection from the latest, most advanced threats

- Improved data throughput and application response times

- Greater control and visibility across all network traffic and threats

- Flexibility and performance to meet future requirements

Read the case study

Based on pure next-generation firewall price performance, Fortinet is already a solid choice, but what really sets the Fortinet solution apart is the range of additional functionality you get right out of the box."

– Mats Serneholt, Technical Area Manager, Axfood

"We know that further down the line, when we enable more functions, such as SD-WAN, and extend protection into the cloud through endpoint protection, etcetera, it'll just require some simple configuration changes thanks to the breadth, depth, and simplicity of the Fortinet Security Fabric."

– Mats Serneholt, Technical Area Manager, Axfood

"With Fortinet, you don't really have to worry about throughput. You just enable the functionality you need, knowing that performance will take care of itself."

– Mats Serneholt, Technical Area Manager, Axfood

Axfood

Bakers Delight

For This Multinational Bakery Chain, Tight Security Is Baked into the Infrastructure

Overview

Bakers Delight, a multinational bakery chain with over 650 stores in Australia and North America, prioritized integrating tight security into its infrastructure amid rapid growth and increased use of delivery apps.

With each franchise required to follow a standardized corporate technology strategy, the company actively reassessed its technology every five years. In 2019, it sought to replace its end-of-life FortiGate Next-Generation Firewalls and enhance its capabilities.
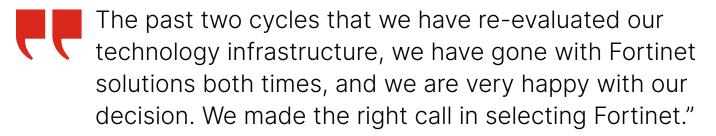
After evaluating several vendors and conducting proofs of concept, Bakers Delight chose to continue with Fortinet for its new firewalls, leveraging its Secure SD-WAN and Unified Threat Protection Bundle. Its Fortinet infrastructure provides a streamlined, secure networking solution that includes routing, VPN, Wi-Fi, and local security services, ensuring fast failover and comprehensive threat management.

This is all supported by FortiManager and FortiAnalyzer for centralized management and reporting and has significantly boosted its operational uptime and security posture.

Business Impact

- Centralized management of firewalls in over 650 stores on two continents minimizes the resources required for deployment and ongoing security and network administration

- Support for more ordering and delivery apps enhances the company's ability to meet local needs

- Reliable WAN connectivity via automatic failover to 4G LTE cellular connections when necessary ensures uptime

Read the case study

> **The past two cycles that we have re-evaluated our technology infrastructure, we have gone with Fortinet solutions both times, and we are very happy with our decision. We made the right call in selecting Fortinet."**
>
> **– Dragan Panjkovic, Infrastructure and Security Manager, Bakers Delight Holdings**

"We have done a lot of testing of the 4G failover. Many of our stores are in big shopping center complexes, and sometimes our primary network connections fail. The FortiGate flips over quickly once it notices that the connection has been lost."

– Dragan Panjkovic, Infrastructure and Security Manager, Bakers Delight Holdings

"We were looking for zero-touch deployment and for the devices to be hands-off on-site, just managed from a central location. That has worked well."

– Dragan Panjkovic, Infrastructure and Security Manager, Bakers Delight Holdings

Bakers Delight

Retailer Improves Security with SD-WAN and Simplifies Operations at 740 Stores Nationwide

Overview

Batteries Plus Bulbs, a retail chain with 740 stores across the U.S., has significantly improved its security infrastructure and simplified operations by implementing the Fortinet Secure SD-WAN solution.

Starting as a specialty battery provider, the company has grown rapidly and now offers a wide range of products and services, including in-house smartphone and tablet repairs.

To enhance cybersecurity across its expanding network, it has partnered with Fortinet and Leeward Business Advisors to deploy FortiGate Next-Generation Firewalls at each store, integrating them into the Fortinet Security Fabric for comprehensive threat intelligence and stream-lined network management. This approach has provided seamless connectivity, automatic traffic rerouting, and robust PCI compliance segmentation, which, along with centralized management and reporting tools, has significantly increased visibility into the company's security posture and infrastructure performance.

These scalable Fortinet solutions also allow for future security services, ensuring Batteries Plus Bulbs is equipped to handle evolving security threats while keeping costs neutral for franchisees.

Business Impact

- Complete visibility of the entire security architecture through a single pane of glass

- Flexibility to bolster specific security elements in the future with integrated solutions

- Scalability to meet the company's evolving security needs

- Cost-neutral solution compared to the prior solution while delivering vastly better performance and security

Read the case study

> **"** We can take a more proactive stance to manage security. This gives us confidence that we are equipped to manage security threats for the next five to seven years."

– Dan Dugan, Vice President of Information Technology, Batteries Plus Bulbs

"Having a single provider gives us economies of scale, and we know that services we add later will be compatible. Some of what will happen in the future is unknown today, but we have the depth and breadth in our security architecture to provide protection from whatever comes along."

– Michael Lehman, Vice President and CIO, Batteries Plus Bulbs

"These tools enable us to provide centralized management from a single pane of glass, detailed reporting, workflow automation, and trends analysis. This enables the in-house team to get a complete picture of their security posture at a glance, at any time."

– Jason Klein, CTO, Leeward Business Advisors, Batteries Plus Bulbs

BatteriesPlus ➕

Burger King India Achieves 99.7% Uptime with Fortinet Secure SD-WAN

Overview

Since its inception in 2014, Burger King India has achieved a remarkable 99.7% uptime with the implementation of Fortinet Secure SD-WAN across its 380+ restaurants.

The chain originally faced challenges, with unreliable internet connectivity affecting customer experience and sales. This prompted the revamping of its network and security infrastructure. By deploying Fortinet's integrated networking and security solution, Burger King India has enhanced application availability, secured data, and improved overall customer service with advanced threat protection, centralized management, and zero-touch deployment.

The Fortinet Security Fabric has also provided the scalability needed for rapid deployment in new locations, contributing to the chain's growth and expansion plans, including the introduction of WHOPPER Wi-Fi for improved in-store customer experience.

Business Impact

- Seamless network visibility

- 99.7% uptime since deploying secure SD-WAN

- Significant improvement in running business transactions

- Very low latency in business transactions experienced by users and consumers

- Single-pane-of-glass view of the entire network

Read the case study

> **Our business was affected by unreliable connectivity in many stores in malls or other remote locations. Security became a major concern as the security provided by different service providers was not consistent and adequate. Therefore, considering better uptime and consistent security policies across all stores, we switched to secure SD-WAN.**

– Manoj Gupta, Assistant Vice President, IT, Burger King, India

"Fortinet Secure SD-WAN enables integrated security and simpler management to allow us to evaluate existing risks and gain better visibility into the applications and types of attacks in our data centers. This level of control over our environment was a big factor in choosing Fortinet Secure SD-WAN. We have embraced the Fortinet Security Fabric integrated approach to security and plan to implement additional Fortinet solutions across our restaurants."

– Manoj Gupta, Assistant Vice President, IT, Burger King, India

"We looked at SD-WAN to connect our widely dispersed restaurants securely and cost-effectively. SD-WAN became essential for providing fast and secure access between the Burger King restaurant locations and our data center."

– Manoj Gupta, Assistant Vice President, IT, Burger King, India

BURGER KING

Regional Supermarket Chain Builds Its Digital Transformation on the Fortinet Security Fabric

Overview

Cub, a regional supermarket chain, following its acquisition by UNFI and a reassessment during the pandemic, executed its digital transformation plans by implementing the Fortinet Security Fabric. This transformation was part of a project to separate and modernize Cub's aging IT infrastructure for enhanced performance and customer service.

With the help of managed service provider Acuative, Cub has integrated FortiGate Next-Generation Firewalls, Fortinet Secure SD-WAN, FortiSwitch, and FortiAP access points to create a secure and manageable multi-store network. This upgrade included a range of Fortinet tools, like FortiNAC, FortiSIEM, FortiEDR, and FortiCASB, all powered by FortiGuard AI-Powered Security Services and centrally managed by FortiManager and FortiAnalyzer.

This overhaul supports Cub's ambition to become a technology-forward retailer, improving in-store employee efficiency and customer experiences with better connectivity and POS technology while advancing toward a zero-trust network access model.

Business Impact

- Provided a secure and high-performing foundation for digital transformation

- Improved employee productivity through better connectivity

- Enhanced customer experience with fast and reliable Wi-Fi

- Simplified management through a highly integrated platform

- Improved visibility into network risks

- Accelerated network deployment and reduced management time through consolidation

Read the case study

> Retail is fast becoming a technology business. But our evolving digital applications and innovations are first and foremost reliant on a secure, high-performance network. Thanks to Fortinet, we will have just that. As a result, we will be able to deliver seamless and convenient employee experiences, such as through better point-of-sale technology, new ordering devices in stores, better training, and enhanced work management systems."

– Luke Anderson, Chief Information Officer, Cub

"Using the FortiAnalyzer solution, Acuative provides us with reports on the number of security incidents that have been detected and analyzed. We are seeing something in the region of 2 million events analyzed every month. Fortunately, few of these have been serious enough to investigate and none have proved to be hacking attempts. Fortinet is providing a level of visibility that simply was not there before."

– Luke Anderson, Chief Information Officer, Cub

"The Security Fabric allows us to manage everything as a connected whole as opposed to a bunch of individual products, and that has been really helpful."

– Luke Anderson, Chief Information Officer, Cub

Cub

Kennards Hire Improves Customer Experience with Secure SD-WAN

Overview

Kennards Hire, an Australian equipment rental company, modernized its technology with Fortinet Secure SD-Branch, shifting from MPLS connections to a more efficient and secure SD-WAN network. This transition was part of its efforts to move workloads to the cloud and improve connectivity for its 180 branches.

The Fortinet solution, which includes secure SD-WAN, FortiSwitch, FortiAP, and FortiExtender, provided reliable and fast connectivity, reduced network failover times, and saved the company substantial costs.

The deployment was rapidly executed using FortiManager, which streamlined branch rollouts to about 20 minutes each, thereby completing the companywide implementation in just eight weeks.

The Fortinet infrastructure has not only enhanced performance but also positioned Kennards Hire for future cloud-based strategies, all while ensuring robust security and excellent customer service.

Business Impact

- Improved network performance and reliability

- Enabled rapid rollout: 20 minutes to bring a branch's networking and security online

- Deployed SD-Branch to 180 branches in eight weeks

- Reduced staff resources required to manage security and networking companywide

- Saved the business hundreds of thousands of dollars per year

Read the case study

Fortinet's customer service has been great, and their technology is rock solid. It really gives us options around how we create our network of the future. We have the right technology provider, and that is Fortinet."

– Martin McManus, CIO, Kennards Hire

"We chose Fortinet for a couple of reasons. One of those was the relationship we were able to build with the Fortinet team. Another was the value they provided. And the third was the technology standpoint that they had aligned with our values at Kennards and where we wanted to take the network and the infrastructure."

– Nicolas Aragnou, IT Infrastructure Lead, Kennards Hire

"FortiManager allowed us to streamline the deployment process from a few days to around 20 minutes. We could have a fresh vanilla device out to a site, and within 20 minutes, we could have a fully operational branch."

– Nicolas Aragnou, IT Infrastructure Lead, Kennards Hire

KENNARDS HIRE

Pharmacy Chain Builds a Secure Network and Expands Its Retail Services with Fortinet LAN Edge and Secure SD-WAN

Overview

Pague Menos, Brazil's second-largest pharmacy chain, partnered with Fortinet to overhaul its network infrastructure to enhance connectivity and security across its approximately 1,600 stores.

Facing limited bandwidth and unreliable redundancy, Pague Menos implemented Fortinet Secure SD-WAN, built on FortiGate NGFWs, with support from local partner Network Secure. This move allowed them to launch new customer services, including secure in-store Wi-Fi through FortiAP access points.

The transformation included the adoption of FortiADC for application delivery optimization, FortiManager for unified network management, and FortiAnalyzer for real-time threat management. This network upgrade supported the company's transition to a healthcare hub with a variety of services and facilities, underpinning its omnichannel strategy through robust digital and physical customer experiences.

The resulting scalable infrastructure provided by Fortinet now enables Pague Menos to accommodate future growth and service expansion.

Business Impact

- High availability of network infrastructure to support about 1,600 stores

- 60 new digital services available to customers in real time

- Complete network visibility and easy management in a single panel

- Secure connection that ensures reliability and data confidentiality

Read the case study

> The viability of some of our services, whether they originate in the physical or digital store, was all made possible through the partnership of Fortinet's platform. I have no doubt that this was the greatest achievement: availability and quality."

– Joaquim Garcia, IT Vice President, Pague Menos

"We can only be sure of one thing: With this infrastructure, new services and new channels will be created for our consumers. Today, we have a platform that really enables our scalable business, which is great."

– Joaquim Garcia, IT Vice President, Pague Menos

"Our physical business has become increasingly digital. Some of our services depend on the proper performance of the network. Fortinet Secure SD-WAN made this all possible."

– Joaquim Garcia, IT Vice President, Pague Menos

Pague Menos

Toy Retailer Boosts Performance, Stability, and Protection with the Fortinet Security Fabric

Overview

Ri Happy, Brazil's largest toy retailer, enhanced its network infrastructure with Fortinet solutions to support continued growth and improve connectivity and performance.

Partnering with Secureway, a local Fortinet partner, the company initiated its expansion and modernization project in January 2020 by replacing its existing edge firewalls with FortiGate Next-Generation Firewalls. This upgrade significantly impacted application protection, external access control, and traffic visibility. And, by implementing Fortinet Secure SD-WAN, based on the FortiGate NGFW, Ri Happy achieved 100% availability at its headquarters and data center and a 15% cost reduction in internet links, thereby enhancing network performance and productivity.

Additionally, the transition to remote work due to the COVID-19 pandemic necessitated secure home office connectivity for employees, further emphasizing the need for a robust and flexible security infrastructure.

Ri Happy's focus on customer experience, both in its physical and online stores, was underpinned by Fortinet's technology, ensuring round-the-clock system availability and secure, agile purchase processes.

Business Impact

- Reduced internet connectivity costs by 15% and improved network performance and stability

- Achieved 100% of network availability at their headquarters and data center

- Gained complete protection for remote workers

- Increased agility in solving problems and preventing attacks and fraud

Read the case study

By enabling Fortinet Secure SD-WAN, we reduced 15% cost of using internet links while increasing connectivity performance of our networks and achieving 100% availability at headquarters and data center. This has brought us a big gain in terms of productivity and efficiency. FortiGate has met all our requirements."

– Robledo Castro, CIO, Ri Happy

"The implementation of Fortinet solutions brought more agility and security to our operations, thanks to the robustness of the equipment and greater processing capacity. Modernization was essential to allow our expansion strategy to remain strong and viable, in addition to making it easier to manage and protect our network."

– Fabrício Ferrinho Soares, Head of Governance and Information Security, Ri Happy

"We suffered an attempted phishing attack and realized the need to promote secure remote access, reinforcing the security of our emails and confidential data immediately."

– Robledo Castro, CIO, Ri Happy

Ri HAPPY

Why Fortinet for Retail?

Fortinet is the industry leader in secure networking. We were the first vendor to organically develop and integrate SD-WAN, NGFW, advanced routing, and ZTNA application gateway functions in one platform. Fortinet is also the only vendor using purpose-built ASICs to accelerate and offload network and security functions, enabling higher performance without compromising protection. With tight integrations across the LAN, WLAN, and WWAN at the hardware, software, and management levels, we uniquely offer a seamless transition to SD-Branch managed through a single console. And, as organizations embrace the

SASE journey, the Fortinet Secure SD-WAN platform can also serve as the cornerstone of that transition. For over 20 years, Fortinet has been driving the evolution of cybersecurity through advanced networking and security convergence. Our network security solutions are the most deployed, most patented, and among the most validated in the industry. And our broad, complementary portfolio of cybersecurity solutions is built from the ground up with integration and automation in mind. This approach enables more efficient, self-healing operations and a more rapid response to known and unknown threats.

Third-Party Validation

In addition to real-world customer case studies, industry analysts highly rate Fortinet solutions.

Recently, Fortinet commissioned Forrester Consulting to conduct two Total Economic Impact™ (TEI) studies to examine the potential return on investment enterprises may realize by deploying the Fortinet Secure SD-WAN solution and the NGFW and FortiGuard AI-Powered Security Services solution. The study provides economic metrics around benefits, costs, flexibility, and risks to further assist you in evaluating our solutions for your retail organization. The results are impressive:

In the 2022 Gartner® Magic Quadrant™ for Network Firewalls, Fortinet was named a Leader positioned highest in Ability to Execute, marking our thirteenth year in the Magic Quadrant.

In the 2023 Gartner® Magic Quadrant™ for SD-WAN, Fortinet was named a Leader for the fourth year in a row.

In three of those four years, Fortinet was also placed as the vendor with the highest Ability to Execute. This makes Fortinet the only vendor to have received the highest placement in Ability to Execute for three consecutive years.

Conclusion

It's vital to reflect on the massive transformative journey many retail networks have embarked on. Fortinet has revolutionized how retail businesses can operate by integrating HMFs, secure SD-WAN, and data center firewalls, securing their transactions and data across various nodes and environments, and rapidly scaling as their network expands and new services are introduced. This comprehensive approach enhances operational efficiency and customer trust and helps position these retailers at the forefront of digital security in today's increasingly interconnected world. By embracing these advanced technologies, retailers can now confidently navigate the complexities of modern commerce while ensuring robust security and a seamless experience for customers and employees alike.

Contact the Fortinet team to get started on your own success story.

[1] The Total Economic Impact™ (TEI) of Fortinet Secure SD-WAN, Forrester, December 2022.

[2] The Total Economic Impact™ (TEI) of Fortinet NGFW for Data Center and AI-Powered FortiGuard Security Services Solution.
A Forrester Total Economic Impact™ commissioned study conducted by Forrester Consulting on behalf of Fortinet, July 2023.

[3] Gartner, Magic Quadrant™ for SD-WAN, Jonathan Forest, Naresh Singh, Andrew Lerner, Karen Brown, 27 September 2023.

[4] Gartner, Magic Quadrant™ for Network Firewalls, Rajpreet Kaur, Adam Hils, Tom Lintemuth, 19 December 2022.

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