

Case Study

Upgrading to a fully automated managed security system resulted in higher quality, improved processing time, and decreased costs.



At a Glance

Customer: Security Division within a Tier 1 Telecommunications Company
Industry: Computer and Network Security
Location: Japan
Employees: 1300+

Summary

- A company provided managed security to their customers, but were unprepared for the virtualization of technology.
- The company provided security manually with implementation being handled by an offshore team, which was both costly and resulted in poor quality.
- They turned to UBiqube to automate their security service in order to create a process that empowers the end customer with a self-care security management portal.
- Following the installation of MSActivator, co-branded as Virtuora Service Activator powered by UBiqube, the company took advantage of the Integrated Virtual Security system to automate their security network.
- Implementation of Virtuora Service Activator significantly improved the company's quality, reduced the time it would take to process an operation per device, and decreased operating costs.

Software

MSActivator, co-branded as Virtuora Service Activator powered by UBiqube.

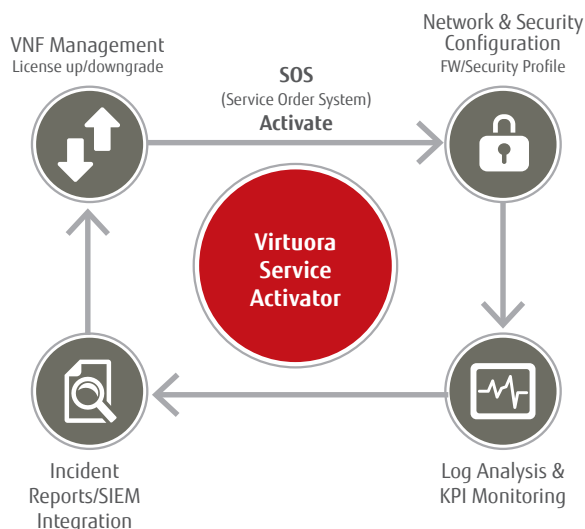
Challenge

Innovation within the mobile industry has connected more people than ever to the worldwide web. Consumers are purchasing more and more internet-connected devices, and companies are increasingly transitioning their physical services into digital services. The transition to digital opens doors economically, but also highlights the need for quality virtual security. In an age where cybercrimes are growing at an alarming pace, virtual security is a must-have for any company.

This security division within a Tier 1 telecommunications company, which provides cybersecurity to millions of customers worldwide, was preparing itself for the virtualization of technology. The managed security they offered was handled manually through spreadsheets through which service orders were placed. These would then be used by an offshore team that would implement those orders.

The manual state of the security system began to affect the company's operations as the use of spreadsheets vastly increased operational expenses. This OPEX increase was mainly caused by service orders, resulting from a gap between the time orders were placed and the time that they were implemented. An offshore team handled the implementation, which was the root cause of the gap.

The company concluded that a manual system would not serve them in today's environment, and sought a solution that would automate as much as possible, reduce implementation time, and reduce OPEX. Furthermore, the company wanted a solution capable of empowering their end customers through a self-care security management portal.



Solution

MSActivator, co-branded as Virtuora Service Activator powered by UBiqube, allows users to take full advantage of the flexibility offered by a fully automated platform. An open framework, the platform gives users the tools to create a flexible and agile ICT environment, their own plugins and modules, and backend integration.

ACS 2.0, which is built into the Virtuora Service Activator, provides a complete self-care security management tool for Firewall, UTM, and WAF. The deployment of the Service Activator allows the company to achieve all their objectives thanks to the automation provided through the Service Activator's workflow and Microservices builder modules.

Results

The implementation of Virtuora Service Activator, a fully automated solution, has led to numerous positive changes for the company, including altering the way the company provides cybersecurity for its customers, as well as simplifying things on the backend. With Virtuora Service Activator, the company now has access to a fully automated NFV provisioning platform capable of service activation, service upgrade, security policy configuration, log analysis, and KPI monitoring.

Integrating their ticket systems and alerting functions with the Virtuora Service Activator has provided the company with zero touch auto-remediation. Using this powerful technique, any occurring issue can be fixed automatically without the need of human intervention, reducing outage times and costs due to manual labor.

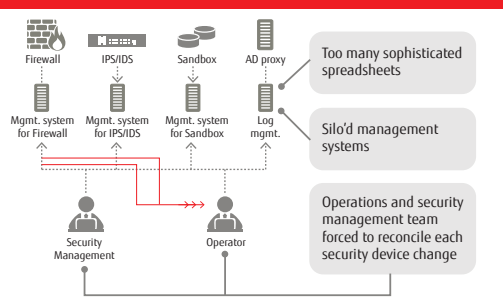
Since the installation, the company has seen a sharp reduction in the time it takes to process a service order and implement it. Thanks to this, the company has increased the number of devices they use, and have still been able to reduce their operational costs. Making the security management features available to the customers also shaved off an additional 30% from their operational costs.

Virtuora Service Activator has done wonders to address the company's pain points. The automation of their security networks ensures that they're prepared to address their customers' needs in these changing times. With a fully automated solution, the company can provide high quality virtual security service to all their customers.

Current Situation

- Complicated spreadsheets were costly and time-consuming
- Feature changes made by customer request only
- Time lag between when the order was placed and implemented was error prone

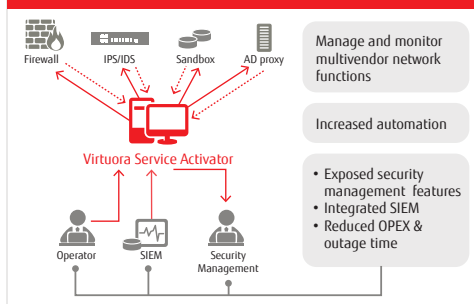
BEFORE



Benefits

- Reduced operations time required to complete service orders
- Decreased operational costs by exposing security management features
- Decreased outage times

AFTER



Contact

Fujitsu Network Communications, Inc.
2801 Telecom Parkway,
Richardson, TX 75082
Phone: 888.362.7763
www.us.fujitsu.com/telecom

©Copyright 2018 Fujitsu Network Communications, Inc. FUJITSU (and design)®, "shaping tomorrow with you," and Virtuora® are trademarks of Fujitsu Limited in the United States and other countries. All Rights Reserved. All other trademarks are the property of their respective owners. Configuration requirements for certain uses are described in the product documentation. Features and specifications subject to change without notice.