

The Carphone Warehouse calls on Nebulas Security to help deploy and support a fast, secure enterprise network

"We were impressed with Nebulas' security experience and extensive portfolio of partners. They only partner with the best products in each security sector"

Steve Phelan, Network Security Manager, Carphone Warehouse.

» Carphone Warehouse

Started in 1989 with a £6,000 investment, The Carphone Warehouse Group plc today is much more than its name implies. It is Europe's leading independent mobile communications retailer, operating in 12 countries and generating an annual revenue approaching £1.2 billion. The company offers customers the widest choice of the latest product, impartial and expert advice, and unbeatable service through the widest choice of sales channels—an online store, a telephone customer service centre, interactive TV, and storefronts under the banners of Carphone Warehouse and The Phone House. The company also handles customer management for network operators.

» The Challenge

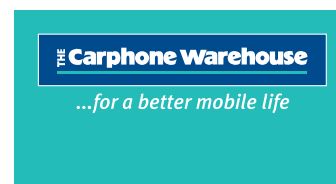
Carphone Warehouse has enjoyed phenomenal growth. Now that 80 percent of the buying population in Europe owns a mobile phone, the challenge for Carphone Warehouse has shifted from winning first-time customers to retaining valuable customers and increasing the average revenue per user. A highly reliable, available, and secure enterprise network is absolutely critical to that mission.

All 1,100 stores throughout Europe operated by Carphone Warehouse connect to the UK operations centre, which hosts the company's custom mission-critical point-of-sale system, as well as other vital business applications. The company also has network links to a wide variety of business partners. These include network operators, such as Vodafone and O2, and providers of mobile content services, such as ring tones and games, that the company sells along with wireless devices and service contracts

» The Problem

Carphone Warehouse's extensive enterprise network is protected by a Check Point security solution provided and supported by London-based Nebulas Security. The infrastructure secured by the technology includes Carphone Warehouse's e-business network and site-to-site VPNs linking national Head Offices and Store networks. "Carphone Warehouse has a very clear understanding of the security issues facing them," says Nick Garlick, Sales Director at Nebulas Security. "the Check Point solution provided the best fit for protecting their complex network architecture"

The company's 11 national Head Offices connect to central operations via site-to-site virtual private networks through Nokia security appliances, running Check Point VPN-1 Pro. VPN-1 Pro combines Check Point's market-leading FireWall-1 with VPN technologies for the highest level of Internet, Intranet, and Extranet secure connectivity for corporate networks, remote and mobile users, and business partners. VPN-1 Pro provides Carphone Warehouse with a simple way to deploy VPNs and a security management architecture (SMART), that allows for security policy definition and centralised control. All point-of-sale



» Customer needs met

- » Rapid expansion into new markets maintaining the efficiency of their centralised business model
- » Secure sales transactions to meet customer expectations
- » Easy, centralised security management and bandwidth control
- » Compatibility with business partners ensured by deploying the market leading security software

» Deployed Solutions

- » Check Point's FireWall-1 NG
- » Check Point's VPN-1 Pro NG
- » Check Point's FloodGate-1
- » Check Point's SmartCenter



transactions from the 1,100+ stores now go securely through these centrally managed, distributed gateways. They are assured the highest quality of service by Check Point FloodGate-1 software, which manages network bandwidth.

"Check Point NG FP3 leads the market and has proved very dependable, as we expected. The firewalls were easy to deploy and simply don't cause problems." Steve Phelan, Network Security Manager, Carphone Warehouse. January 2004.

» The Solution

Rapid expansion into new markets

The Check Point VPN solution enables Carphone Warehouse's centralised business model, which in turn is responsible for the company's phenomenal growth and large market share. Connecting all branches to centrally hosted business applications for real-time transactions is an effective strategy for several reasons. It saves application development time and costs; the company can develop one application and quickly fine-tune it for different markets. In addition, setting up and operating multiple regional data centres would be too expensive in time and resources.

With VPN-1 Pro, Carphone Warehouse can quickly and securely link its branches, avoiding the prohibitively high costs of point-to-point leased lines. *"The Check Point solution enables us to enter a new market and start trading quickly,"* says Phelan.

Compatibility with business partners

Carphone Warehouse has many business partners it needs to connect with. These include the network operators and mobile content providers that the company represents.

Guaranteed quality of service for sales

Carphone Warehouse's business-critical point-of-sale application, which serves all 1,100+ stores through 11 national offices, is highly sensitive to network latency. Stores selling must have real-time response. Using FloodGate-1 to manage bandwidth across the enterprise network, the company enforces priorities for quality of service. The highest goes to sales transactions, second to enterprise resource planning applications, and third to Internet access.

Easy deployment and powerful management

Carphone Warehouse replaced general-purpose NT servers with Nokia security appliances at all regional headquarters for a simple reason—simpler deployment and management. *"We can have the appliance up and running in a new office within two hours,"* says Phelan. Then all security policies are deployed and managed from one central interface that Phelan describes as "powerful." With Check Point, he adds, *"There is no dark art to configuring deployments."*

» The Future

Carphone Warehouse has a security infrastructure that positions it well for future growth. *"Check Point gives us the flexibility to do whatever comes next and I wouldn't hesitate in approaching Nebulas Security again to meet our future security needs,"* concludes Phelan. *"We were impressed with Nebulas' security experience and extensive portfolio of partners. They only partner with the best products in each security sector, and the way they have assisted in the migration of our Check Point solution and the way they provide support has met our requirements and is testament to their knowledge and experience."*

» Nebulas Security

- » Nebulas Security is a leading provider of advanced IT security, mobility and compliance solutions.
- » Since its formation in 2001, the company has developed partnerships with customers to build their IT security infrastructures and protect their sensitive data. This is supported by the company's extensive implementation experience, close relationships with key security technology vendors and detailed product knowledge.
- » Nebulas Security's customers include many blue chip and FTSE 250 organisations operating in financial, media, retail, legal and healthcare sectors
- » Based in London, Nebulas Security is a division of the Nebulas Solutions Group, the security, acceleration and virtualisation specialist.
- » The Group's combined expertise helps organisations maximise the efficiency and security of their infrastructure, as well as reducing operating costs.
- » For further information, visit www.nebulassolutions.com

Nebulas Solutions Group

Nebulas Security

Nebulas Accelerate

Nebulas Virtualise

www.nebulassolutions.com