

Customer Profile

Customer Profile

Solid Systems: Turning One Firewall Into 100 with the NetScreen-1000 Security System

Two years ago, Solid Systems, Inc., an established and profitable systems integrator, decided it could reduce its costs and improve service by moving customer systems into its own data center. In doing so, Solid discovered the same truth many new data centers have found it can maximize profits by offering customers additional services, such as managed security. The company selected integrated security products from NetScreen Technologies, Inc. to offer managed firewall and virtual private network (VPN) services to its customers.

"We had traditionally been focused on providing systems administration services in our customers' data centers," said Steve Koinm, Solid's VP of Strategic Technology. "It was relatively easy to show our customers the value of moving their systems into our hosted environment and demonstrate the additional services we could offer them by doing so."

According to Koinm, the logic was simple: companies offering professional services make money by effectively using staff time. A Solid System's administrator can visit three customer sites in a single day and offer four-hour service level agreements (SLA) under such circumstances. By moving those systems to one of its data centers, Solid can guarantee a 30-minute SLA.

"We offer managed services as bundles for storage, metropolitan area bandwidth and systems management," said Koinm. "And we're using NetScreen products to offer managed firewall, managed VPN and VPN access, which provide the highest level of security available for these managed bundles."

Solid is using the NetScreen-1000 Gigabit security system for its managed firewall and VPN services, meeting the high-bandwidth security requirements of multiple customers through the use of its virtual systems architecture. The NetScreen-1000 enables Solid to provide up to 100 separate customers with discrete security policy management.

"The virtual systems feature showed us instantly the value of the product," said Koinm. "If you calculate monthly security services for up to 100 customers, it doesn't take long before this product is making money for us. There's nothing else out there on the market than can do multiple configurations, which means you have to buy another set of competing products to achieve what one of NetScreen's 100 virtual systems can do on its own."

"We had traditionally been focused on providing systems administration services in our customers' data centers. It was relatively easy to show our customers the value of moving their systems into our hosted environment and demonstrate the additional services we could offer them by doing so."

Steve Koinm
VP of Strategic Technology
Solid Systems

"The NetScreen-1000 also enabled us to handle a huge volume of traffic, offering stateful packet inspection firewall capabilities that do not impede our customers' network data," said Koinm. "The NetScreen-1000 combines high performance and low latency with very high reliability. We've successfully tested the failover, and it takes less than 10 seconds without session or VPN tunnel loss."

Solid also is using NetScreen-5 and Netscreen-10 integrated security appliances to provide customer premise solutions, such as managed firewall services and VPN access to the data center. Since these appliances are easy to install and manage, Solid spends a minimum of resources getting services up and running. The absence of disk drives and other moving parts makes NetScreen appliances incredibly reliable.



NETSCREEN™

350 Oakmead Parkway
Sunnyvale, CA 94085
Phone: 408.730.6000
Fax: 408.730.6200
www.netscreen.com

Customer Profile

Solid Systems



For any services organization, staffing issues are at the top of the list of concerns. So it's important for Solid to use products that are easy to install and maintain, guaranteeing that they're not spending large amounts of time dealing with license issues or searching user groups to

find product fixes. "We've been working with NetScreen for six months," said Koinm, "and not only have we been impressed with the quality of their products, but their people clearly understand our business and are helping us achieve what we need in order to succeed."