



Case Study:

Ratcliff Palfinger



PALFINGER

We helped Ratcliff Palfinger to secure their perimeter with a Fortinet solution.

If you have ever followed a vehicle with a tail lift, then the name Ratcliff will ring a bell. Ratcliff Palfinger (formerly known as Ratcliff Tail Lifts Ltd) was acquired by the Austrian company Palfinger AG in June 2005 and is now one of the UK's largest manufacturers of commercial and passenger tail lifts.

In the UK, the company has two sites; a National Parts Centre on the outskirts of Leeds, plus a head office and manufacturing facility in Welwyn Garden City, Hertfordshire. Approximately 130 people work for Ratcliff Palfinger, of which around 90 need access to the company's IT network.

Snapshot

- Manufacturing
- 100 + users
- Security architecture to meet evolving demands and threats
- Established Ratcliff Palfinger's unique risk profile
- Reviewed and assessed current security architecture
- Cloud Business designed a dependable, flexible security solution that meets compliance requirements and industry codes of practice
- Deployed a FortiGate unified threat management solution
- Additional layer of email and spam filtering with FortiMail 400
- Developed a policy for responding to security breaches and implement robust disaster recovery mechanisms
- Resulting in a security solution that can adapt and scale to Ratcliff Palfinger's needs and future growth

What did Ratcliff Palfinger want to achieve?

Ratcliff Palfinger relies heavily on its IT infrastructure. In particular, the company uses virtual private networking (VPN) to allow as many as 40 users to access to the central infrastructure remotely.

With the fundamentals of the business at stake, the security of the network is a high priority for Russell Singleton, Company IT Systems Controller. It reached the top of his agenda when it became clear that the company's network had evolved beyond the capabilities of the existing security deployment, so Russell turned to us to review the systems that we had installed four years previously.

"When we installed the existing security systems, email traffic hitting the network was around 40,000 messages a month. Now it will typically amount to more than 500,000 messages in a four week period, most of which is spam or unsolicited traffic. The appliances we had in place were simply not designed to handle that kind of volume and the performance of the perimeter network was deteriorating significantly."

Initially, Russell enquired about an upgrade to the existing appliances, but it soon became apparent that increases in license costs and the advancement in capabilities, made it more economical to invest in new systems. The exponential growth of email traffic was indicative of the likely pattern for the future for all perimeter network-based activity, so the new deployment would need to have a long and productive working life.

How did we help them to succeed?

The security priorities for Ratcliff Palfinger were typical of most medium-sized businesses.

- Intrusion prevention and access control, to block out hackers and unauthorised users
- Anti-virus protection to defend against the malware, infections and worms circulating on the Internet
- Web content filtering to minimise both non-productive employee surfing and the risk of exposure to legal action
- Spam and email filtering to block nuisance mail and prevent the clogging of servers and inboxes.

We worked with Ratcliff Palfinger to establish their unique risk profile. Our consultants assessed and reviewed current security against industry standards and best practices.

Having identified the risks, across people, processes and technologies – we were able to:

- Design a dependable, flexible security solution
- Control who can access the information across the network
- Ensure that all systems comply with legal requirements and industry codes of practice
- Develop a policy for responding to security breaches and implement robust disaster recovery mechanisms

The FortiGate unified threat management solution gave Russell a high level of control over the way he implements his security policy, without the overhead and cost of ownership that multiple appliances can entail.

A second Fortinet appliance, the FortiMail 400, provided an additional layer of email and spam filtering.

Were Ratcliff Palfinger happy with the outcome?

Business continuity, reduced downtime, lower costs and peace of mind are the universal benefits of an effective security deployment.

"The Fortinet solution works so well for us. It gives me the control I need to deploy the right level of security for the business and to adapt and scale it, as the business evolves.

"Cloud Business have given us exactly what we need.
No more, no less."

- Russell Singleton, IT Systems Controller, Ratcliff Palfinger

A final word about Cloud Business

We create transformative IT technology solutions that give our customers the protection and freedom to become the business they want to be.

Over 20 years of experience in the delivery of IT Support and project services to recognised UK and global brands on a 24 x 7 x 365 basis.

Highly accredited to SDI4* (one of only two companies globally), ISO 27001 and ITIL standards.

Learn more about us at www.cloudbusiness.com.

For further information on how Cloud Business can support your migration to Office 365, please contact us at hello@cloudbusiness.com, or talk to us on **0845 680 8538**.

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