

Honeywell

Honeywell International is a \$33 billion diversified technology and manufacturing leader, serving customers worldwide with aerospace products and services; control technologies for buildings, homes and industry; automotive products; turbochargers; and specialty materials. Based in Morris Township, N.J., Honeywell's shares are traded on the New York, London and Chicago Stock Exchanges. It is one of the 30 stocks that make up the Dow Jones Industrial Average and is also a component of the Standard & Poor's 500 Index.

The Situation

Many of Honeywell's more intricate projects require the sharing of sensitive information between internal business units, customers, and often peer companies with whom they have engaged to develop a joint solution. Strong safeguards must be in place to ensure data integrity is maintained when transferred from secure location to secure location. Data channels must be globally available, high-capacity, and strictly monitored. Due to the sensitive nature of this work, both internally and externally bound traffic must be secured. Lastly, data at rest must be protected from inappropriate access.

Honeywell's employees travel the globe to visit with customers and partners, sometimes for weeks at a time, and need to access their corporate applications while off site, requiring a secure remote access solution that can be setup quickly to meet Honeywell's needs. Their IPSec remote access solution did not accommodate remote access use at partner and customer premises locations as IPSec, due to port blocking by firewalls.

Virtela Solution

To secure communications in transit, Honeywell established encrypted VPNs with Virtela's Managed VPN solution in the US, Asia/Pacific, and Europe. By taking advantage of Virtela's high-performance VPN service, Honeywell can achieve exceptional throughput capacity while maintaining the integrity of data in transit. Virtela's VPN solution provides Honeywell with better WAN redundancy options than they have had in the past, secure guest access for conference rooms, and meeting VPNs connecting partners and other Honeywell locations leveraging existing equipment. Previously, managing extranet partners was a best effort service using internal support, however, no one organization owned support for these users, so extranet partner support was not a high priority. Outsourcing this business to Virtela provides Honeywell with service, security, and support to manage these partners around the globe on a 24x7 basis.

Enhancing the VPN is Virtela's Managed Firewall service. All VPN traffic is further secured through the application of tightly restricted firewall rules. Each connection is limited to the minimum access required by each participating node. Access to data at rest is only available to those with proper credentials. Each firewall is monitored 24x7 and any unexpected behavior is immediately identified and investigated. All Managed Firewalls enable historical trending and reporting to meet auditing and forensic analysis requirements. Virtela's firewall solution allowed Honeywell to securely segment off and quarantine particular business areas from the rest of the Honeywell network which is key to their business as many of their customers have highly sensitive information.

Honeywell

Industry Focus

Business units in Aerospace, Automation Controls, Specialty Materials and Transportation Systems.

Size

A \$28 billion diversified technology and manufacturing leader serving customers worldwide.

Challenges

Honeywell needed to secure the integrity of information within Honeywell between different organizations as well as between Honeywell employees, customers, and partners.

Solution

Virtela's fully managed VPN, Firewall, and SSL VPN products.

Bottom Line

Virtela designed, implemented, and is currently managing secure connectivity solutions for Honeywell's internal needs as well as the need to connect to partners and customers worldwide while protecting data integrity.

Virtela Solution cont.

By using Virtela's Managed VPN and Managed Firewall services, Honeywell has a single provider who can rapidly establish communication channels throughout the globe. Adding new locations, customer connections and extranets is as simple as adding a Managed Firewall and/or VPN to an Internet circuit.

To address Honeywell's limitations with their IPSec solution, Honeywell deployed an internally managed SSL VPN solution, however, given all of the different Honeywell organizations, they could not adequately control security policies and who got access to the SSL VPN equipment. They could not setup users quickly enough, and found the management of all of their end users to be a burden. Virtela proposed and implemented a fully managed SSL VPN solution providing Honeywell with an outsourced secure remote access and management infrastructure for all Honeywell organizations to utilize. Virtela sets up and modifies realms, roles, and policies for Honeywell users, taking the burden off of Honeywell's security department.

Honeywell departments, who have not yet been setup on the SSL VPN, can be setup within hours, providing them with access to corporate resources from customer or partner locations. This was not possible with Honeywell's previous IPSec solution that would take weeks to setup, requiring the involvement of the customer or partner's IT department to get through their firewalls

Virtela's flexible billing allows Honeywell to see and track cost center codes on invoices for internal bill back purposes. This allows the IT department to spread the cost of the solution on the appropriate user base.

The Bottom Line

Honeywell experienced several benefits from the Managed SSL VPN service provided by Virtela:

- Increased employee efficiency
- Virtela's Managed VPN service provides Honeywell the ability to add new locations to the corporate network within days vs. months.
- Managed SSL VPN allows setup of new users within hours or a few days vs. weeks
- Flexible invoicing facilitates IT department's bill back of organizations
- Virtela's ability to support end users takes the burden off of the IT staff, freeing up countless hours.

Honeywell's solution is one example of Virtela's capability to leverage its global network and industry experience to deliver a targeted solution to meet a customer's very specific need.

Who We Are

Virtela Technology Services Incorporated is the world's largest independent managed network, security and cloud services company. Virtela offers an award-winning suite of services - including MPLS and IP-based Virtual Private Networks (VPNs), security, application acceleration, mobile device management, and IT infrastructure management - to mid-market and Fortune 500 customers around the world. Virtela offers unparalleled geographic reach to more than 190 countries through its partnerships with more than 500 carriers. Virtela is headquartered in Denver, Colorado, with globally distributed Network Operations Centers in the U.S., India and the Philippines. For more information, please call +1 (720) 475-4000 or visit www.virtela.net.