Hillstone
NETWORKS

Case Study

How a national retailer rebuilt and secured their network in under two months

A case study in Modatelas' digital transformation with Hillstone Networks' SD-WAN and NGFW solutions

Background

Imagine this: thirty-two years ago you had a vision for a one-stop shop for any kind of fabric and haberdashery, enabling customers to source their textile and crafting needs from your single store. Driven by a lot of hard work, a little luck, and the popularity of fine and custom apparel in Mexican culture, you soon find yourself with another store. Then another. And another.

This is the story of Modatelas. What started as a small operation serving Mexican households for all of their textile, haberdashery and craft needs is today a national retailer with over 345 retail locations across Mexico. In real numbers, this is an organization that is handling over 40 million transactions per year across their retail and online stores. With plans to expand into the United States and Central America, these numbers are only set to increase.

Underneath the surface of this expansive retail empire is a technology estate that could be described as "legacy," and understandably, on the verge of obsolescence, or worse, catastrophic failure. When the rate of growth outpaces the ability of the organization's technology to support it, things usually start to break.

Simply put, Modatelas' success in becoming one of Mexico's leading retailers has not been overnight, and their desire to continue their growth and expansion means that the time had come to invest in their digital transformation so they can achieve their goals and break free from legacy technology risk.

Customer Profile

Customer
Modatelas

Sector
Retail, Ecommerce

Location
North America (Mexico)

Scope
Mexico's leading retailers

Size
345 locations

Challenges
Searching for a secure networking platform that would enable their growth

Requirements
- The new solution needed to be compatible with the company's existing infrastructure
- Network visibility and granularity
- Management of multiple new and existing systems
- A solution that could be deployed and working within 60 days

Result
Zero issues with or failures of Hillstone Networks' solutions. Resiliency to cyber threats and future-proofed for expansion

The Challenges

There were a number of complex challenges that Modatelas faced when searching for a secure networking platform that would enable their growth and future-proof their transformation. Naturally, performance, connectivity, compliance and security were all lacking in formidable fashion. Here are several factors that ultimately brought Modatelas to Hillstone Networks as a winning security partner.

Retail locations & volume of transactions

Modatelas has 345 retail locations across Mexico. Some of these stores are in areas that are away from city centers and challenging to access. Moreover, the combined transaction volume of over 40 million per year means that the company needed a solution that is mature and ready out of the box to handle transactions at scale from hundreds of geographically-distributed locations.

Legacy solutions

Much of the equipment powering Modatelas' commercial and security efforts was obsolete. This posed a dilemma of sorts. The infrastructure supporting 40 million transactions could not simply be switched off and replaced without interruption, and at the same time, it could not be relied upon to conduct business without high risk of failure.

Lack of personnel resources

The resources required to manage security infrastructure were limited at Modatelas. Whether it was due to the geographic and location challenges or the declining health and relevance of their existing solutions, qualified technical personnel were in short supply for the company.
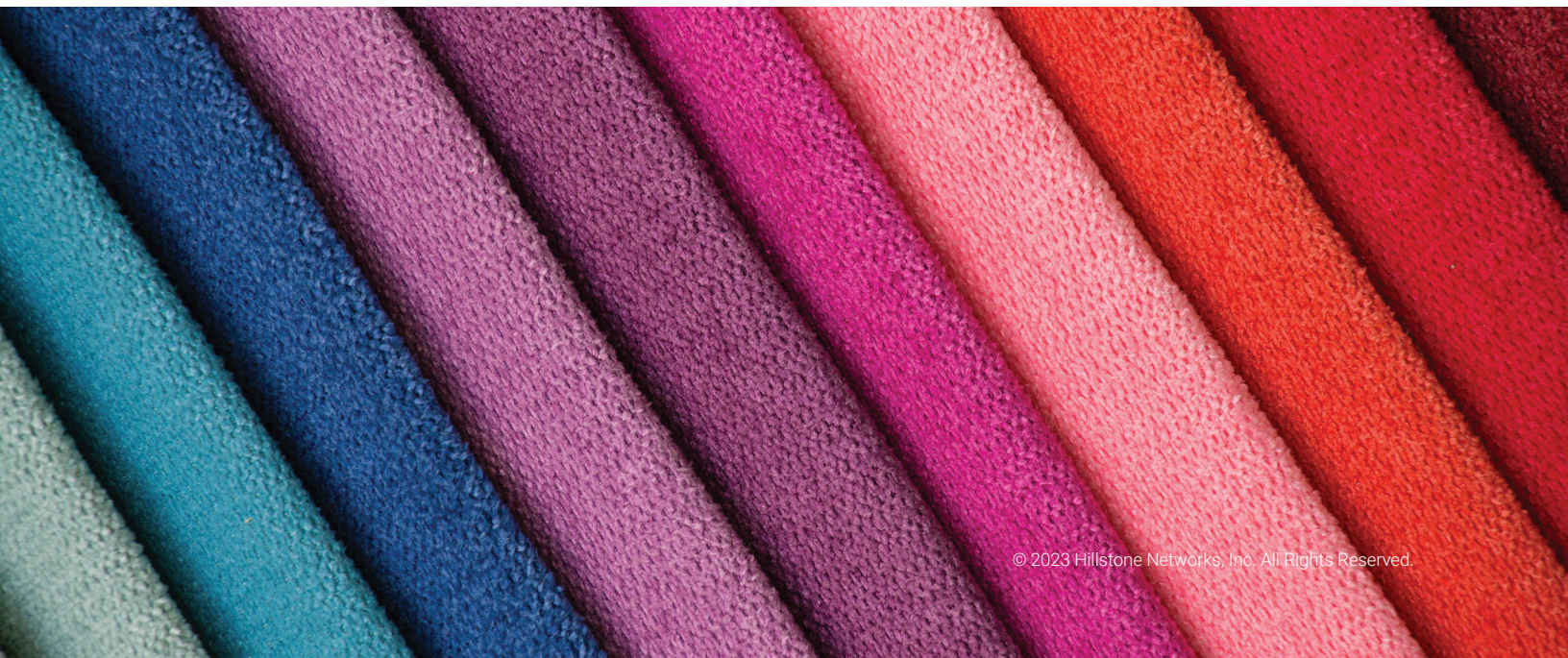
The Requirements

Coverage

The new solution needed to be compatible with the company's existing infrastructure. There could be no downtime and a fragile existing architecture meant that anything new would have to work in addition to and right alongside the status quo technology.

Control

The new solution needed to offer network visibility and granularity that none of the existing architecture provided. For example, the ability to set custom policies down to the store and individual user levels was needed in order to achieve the security posture mandated by international expansion into various compliance jurisdictions. Additionally, variable traffic patterns from seasonality and time-bound retail promotions required dynamic adaptation and segmentation to keep the business performing at a high level.

Consolidation

The new solution needed to consolidate the management of multiple new and existing systems into a platform that could be managed by Modatelas' limited professional resources. For the business to truly transform digitally, its technology estate needed a reduction in complexity.

Availability

The new solution needed to be able to be deployed quickly completely. After multiple instances of devices overheating, a slew of false positives and numerous failures, the company needed a solution that could be deployed and working within 60 days.

The Solution

Hillstone Networks was ready for these challenges when Modatelas came calling. With its Integrative Cybersecurity platform, Hillstone was able to deploy a solution and meet Modatelas' extensive list of requirements.

Being spread across 345 locations meant that complexity needed simplification. Compatibility with dozens of legacy solutions was a prerequisite for consolidation that would substantially reduce or or eliminate complexity entirely. This one requirement resulted in the early disqualification of vendors who could not consolidate the entire control plane into a unified solution.

To address Modatelas' limited availability of professional resources, Virtual Hillstone Security Manager (vHSM) was deployed to create and manage multiple security domains from a single platform. This virtualized version of HSM offers centralized, domain-based policy and device management, SD-WAN and observability of network security in real time. By consolidating the hardware and management software of their security infrastructure, Modatelas was able to drastically reduce the resources needed to manage their entire retail network's security posture.

For the 345 retail locations, Hillstone deployed its A200 Series next-generation firewall at each store. This single-rack, high-throughput NGFW enabled high-fidelity security controls at the store level so that employees, their identities and devices were able to work together securely, right away. With built-in antivirus, intrusion prevention, location-aware policies and much more, this powerhouse all-in-one device gave Modatelas the coverage, control, and consolidation they needed to future-proof their business.

With Hillstone's integrative operating model, Modatelas could deploy hardware across the entire portfolio of retail locations and bring it online remotely to begin monitoring and optimizing their network's performance and security policies right away. Connecting the A200 NGFW devices to the Hillstone Security Manager software was a breeze, enabling future-proof digital transformation of the customer in record time.

The Winning Capabilities

There are thousands of cybersecurity vendors to choose from. Hillstone Networks was selected by Modatelas due to several of Hillstone's unique capabilities that solved their challenges.

Legacy infrastructure integration

By working with the company's existing infrastructure, Hillstone was able to ensure no downtime and the eventual strategic sunsetting of their deprecated and obsolete technology. This meant that revenue was not impacted, and system integrity and security were never compromised.

Centralized management

Removing complexity by consolidating the capabilities and controls of their solutions was a significant value-add that Hillstone was uniquely positioned to offer. Robust hardware and low-friction management software were a winning combination.

60-day migration & partnership with Buro MC

Hillstone Networks was able to complete Modatelas' migration requirement to deploy in 60 days thanks to the availability of its solutions as a direct manufacturer and its robust network of implementation providers. Buro MC provided expert leadership and a tiger team of eight professionals to deploy an average of about 26 devices per working day across the nation.

Zero-touch provisioning

Once the solutions were deployed at Modatelas' 345 locations, Hillstone's Zero-Touch Provisioning enabled the hands-off optimization of devices, configurations and policies that would ensure no additional resources were required to get up and running securely, right away.

The Results

To date, Modatelas has had zero issues with or failures of Hillstone Networks' solutions. The business is resilient to cyber threats and is future-ready for expansion and further digital transformation. False positives are down, no devices have overheated, and productivity is up—all without additional personnel.

> **"**
>
> With the previous devices there was a problem in the branches where it was very hot, they basically launched all kinds of alerts, therefore, they were becoming a problem for the company. With Hillstone, we have not had the need to run backup equipment, everything has worked perfectly in all branches. The Hillstone team proved that having immediate availability was not only a selling point, but they made it tangible by delivering the amount of equipment needed for the initial phase, then had the rest of the devices brought in from the U.S. and other locations. This was an impressive logistical capability, which was key to reaching the implementation goal in just 30 days.
>
> **"**

Victor Hugo Ravell
Chief Information Officer, Modatelas

About Hillstone Networks

Hillstone Networks is a leader in cybersecurity, delivering both depth and breadth of protection to companies of all sizes, from edge to cloud, and across any workload. Hillstone Networks' Integrative Cyber Security approach brings coverage, control, and consolidation to more than 26,000 enterprises worldwide.

For complex challenges such as securing geographically-distributed organizations like Modatelas, Hillstone Networks is uniquely positioned with a platform that's future-proof to enable digital transformation and business continuity. For more information and to find your Integrative Cybersecurity solution, please visit www.hillstonenet.com

Learn more about Hillstone products mentioned in this case study

Next Generation Firewall (NGFW) ⇨

Virtual Hillstone Security Manager (vHSM) ⇨

Read about Hillstone solutions

Cloud Workload Protection (CWPP) ⇨

Extended Detection & Response (XDR) ⇨

Zero-Trust Network Access (ZTNA) ⇨

Secure SD-WAN ⇨

Micro-segmentation ⇨

Network Detection & Response (NDR) ⇨

Gartner Peer Insights Customers' Choice 2023 ™

Hillstone
N E T W O R K S