

## Case Study: Ensuring Stable Financial Services 24/7

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# Simplifying Network Operations Across the Globe

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## A Solution They Didn't Know They Needed

For Travelex, ensuring smooth network operations is an absolute necessity. The world's leading foreign exchange specialist serves customers both online and in over 1,100 stores, 115 international airports and via 850 globally-distributed ATMs. In addition, Travelex manages foreign currency services for partners, including banks, supermarkets and travel agencies, extending their reach to over 100 countries and 20,000 locations.

With hundreds of Check Point firewalls and several management servers, like most organizations of its size, the company used to spend considerable time configuring firewalls and troubleshooting mismatches and errors. As a global company, Travelex frequently experienced discrepancies in configurations due to remote locations, legacy setups, different teams, and the sheer scale of their operation. Common errors included: NTP servers not responding or misconfigured; missing routes in static routes table between two cluster members; VRRP configurations; and SIC issues that made devices unreachable.

Travelex faced daily challenges keeping their networks running smoothly, unaware that there was a better way to setup and monitor configurations for their widely spread devices. "We did not know about indeni until HP, indeni's platinum partner in the UK, made a presentation to us," says Travelex's Steve Bourike. "We didn't know we needed it; it wasn't something that we went looking for. That said, I spend half my life writing scripts to find and fix the kind of things that indeni does out-of-the-box. indeni pro-actively, seamlessly and automatically determines critical issues based on customer input – which has proven itself many times over."

## Simplifying Operations

Prior to indeni upgrading Travelex's entire estate - changing operating systems, upgrading firewalls, etc. took the organization north of six months. indeni streamlined this process, reducing the upgrade time to less than two months.

The company also got a firsthand lesson in how effective indeni really is following a failover in one of their firewall clusters. The cluster - two powerful machines running hundreds of VLANs - was responsible for Travelex's e-commerce operations. Stretched to the limit, its failure resulted in the loss of a large percentage of e-commerce services, severely affecting the company's global online business for several hours. Following the incident and upon investigation, Travelex discovered that indeni had actually sent an alert regarding mis-configured routes and VRRP misconfigurations beforehand. Unfortunately, this event took place in the course of moving indeni from a testing/customizing stage into production; had Travelex realized earlier the proactive nature of the information they were receiving, they could have prevented this downtime altogether.

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Steve Bourike,  
Network and Security Consultant  
IT Global Operations, Travelex

### Organization:

Travelex

### Industry:

Financial Services

### Business Challenge:

Provide visibility and proactive configuration management across the global Check Point estate

### Benefits Delivered

- Preemptive identification and remediation of issues
- Significant reduction in service downtime due to firewall issues
- Improved business continuity
- Proactive management of 35 clusters worldwide
- Cut time to upgrade entire global estate from 6 to 2 months
- Freed-up Tier 2 and 3 personnel to higher-value activities by giving Tier 1 teams the information required to resolve problems

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“The information from indeni is far deeper and more robust than what we would get on either Voyager or through the CLI interface,” says Bourike. “The system is now crucial for making sure both our retail and our online business are not affected by the daily challenges facing our complex network security infrastructure.”

Travelex uses indeni to provide their entire operations team with higher level information, allowing the Tier 1 team to deal with issues previously dealt with by Tier 2 or Tier 3 personnel. This directly results in savings, both in downtime and troubleshooting and frees up personnel for higher-value activities, such as achieving business goals rather than simply keeping the network running.

### **Proactive Monitoring Plus**

Travelex currently uses indeni to monitor around 40% of their global network security estate. This includes devices of all types spread globally in Asia-Pacific, North America, and Europe/Middle East. indeni is also helping Travelex to identify configuration mismatches and ensure compliance with organizational policies/base-line settings.

“We have a high volume of critical clusters globally. indeni provides us with a very clear view of the configuration issues across our clusters and also helps us identify issues with load,” says Chris Fereday, head of Network Security at Travelex, “Very simply, the system saves us time and money. We are very happy to have it.”



## About indeni

indeni is entrusted by enterprises around the globe to keep their networks running smoothly 24/7/365.

Founded in 2009 by a team of network security experts, indeni is reshaping the way complex networks are managed. Unlike standard up/down solutions, indeni is built on Dynamic Knowledge - giving enterprises a way to future-proof their ever-evolving network.

indeni lets you automate error checking, prevent configuration mistakes and pre-empt dormant issues months before they cause service disruption. The result: unprecedented network visibility, control and optimism.

Our game-changing Dynamic Knowledge solutions are rapidly winning the attention of Global and Fortune 100 companies - from Telco and Financial organizations to government agencies and SMBs. For more information about indeni, visit [www.indeni.com](http://www.indeni.com) or email us at [sales@indeni.com](mailto:sales@indeni.com).



indeni Inc.  
1 Bridge Plaza, 2<sup>nd</sup> floor  
Fort Lee, NJ, 07024 USA  
Tel: +1-877-778-8991  
E-mail: [info@indeni.com](mailto:info@indeni.com)

indeni Israel  
14 Menachem Begin Rd.  
Ramat Gan, 52700 Israel  
Tel: +1-809-494-190  
E-mail: [info@indeni.com](mailto:info@indeni.com)

indeni UK Limited  
60 Goswell Road  
London, EC1M7AD UK  
Tel: +44-800-098-8972  
Email: [info@indeni.com](mailto:info@indeni.com)

[www.indeni.com](http://www.indeni.com)