CASE STUDY

GAJSHIELD
Progressive Security

BATA INDIA LTD

INDUSTRY: Retail & Manufacturer
HEAD QUARTERED: Mumbai

PRODUCTS: Next Generation Firewall
GS 500a at 10 locations
GS 130a at 1 location
GS 20dc at 4 locations
GS 15nu at 1 location

Comprehensive security solutions for BATA's 100+ stores.

BACKGROUND

Bata India is the largest retailer and leading manufacturer of footwear in India and is a part of the Bata Shoe Organization. Incorporated as Bata Shoe Company Private Limited in 1931, the company was set up initially as a small operation in Konnagar (near Calcutta) in 1932. In January 1934, the foundation stone for the first building of Bata's operation - now called the Bata was set. It was also the first manufacturing facility in the Indian shoe industry to receive the ISO: 9001 certification. The Company went public in 1973 when it changed its name to Bata India Limited.
Today, Bata India has established itself as India's largest footwear retailer. Its retail network of over 4600 stores gives it a reach/coverage that no other footwear company can match. The Company also operates a large non-retail distribution network through its urban wholesale division and caters to millions of customers through over 30,000 dealers. Overall, Bata has a worldwide reach, with operations across 5 continents managed by 4 regional meaningful business units (MBUs). Each unit benefits from synergies specific to their environment, such as product development, sourcing or marketing support. Each MBU is entrepreneurial in nature, and can quickly adapt to changes in the marketplace and seize potential growth opportunities. Today, Bata serves around 1 million customers per day and manages a retail presence in over 50 countries along with running 40 production facilities across 26 countries.

CHALLENGE

Bata had earlier implemented firewalls and VPN to protect the corporate networks and servers from threats coming from the Internet. However, these firewall modules did not enable them to identify and monitor risky activities and match them to the users.

KEY CHALLENGES:

- No control over browsing & applications
- No Visibility over users
- Malware & spam originating from web & emails

KEY SOLUTIONS:

- Firewall
- Application & URL filtering
- Bandwidth management
- MPLS connectivity
- Multiple ISP support

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- Charanjit Bhatia, Head Infrastructure – IT

They were unable to have granular control over the applications, users and the content going out of their network. The specific challenges faced by Bata were spam mails, less or no control over content going out of Bata's network, no visibility over users and application activity, problems related to malware and adware originating from web and emails, no control over web browsing and applications, etc.

SOLUTION

The mail server is hosted on Bata's internal data center, with one internet facing relay server and a MS Exchange internal mail server. The mails are received on SMTP from the internet by the relay server and then routed to the internal mail server which is used by all the users at H.O. as well as other offices.

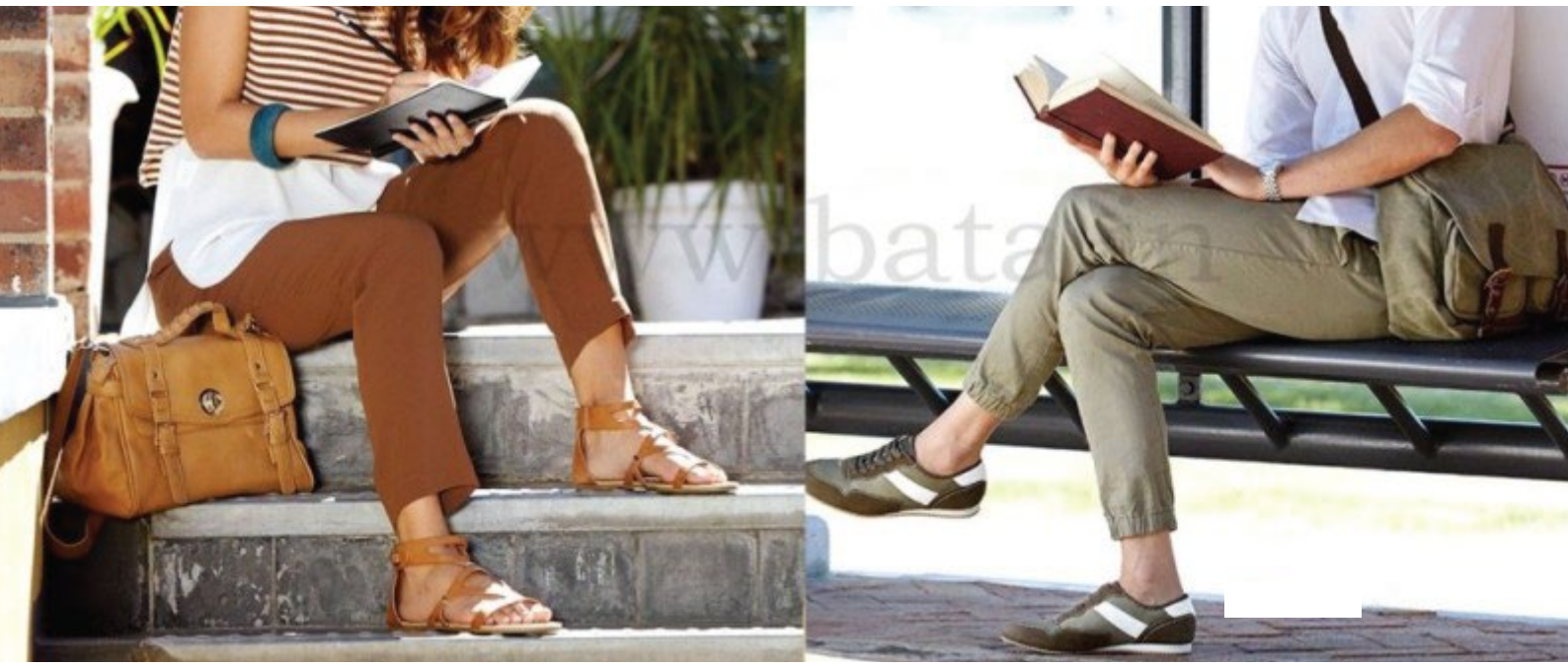
"Email is absolutely crucial for the users in Bata and is the lifeblood of communications within the organization, hence we were looking for a solution with superb spam detection rates and lowest false positive", said – Charanjit Bhatia, Head Infrastructure – IT, Bata.

Mail boxes were clogged with spam mails and hence genuine mails got lost in the maze of spam as a result of which the business suffered. Often business mails were wrongly classified as spam false positives and deleted while spam still poured in.

GajShield's anti-spam feature allowed users at Bata to reclaim their mail boxes by effectively getting rid of the spam mails. "Our users are happy and pleasantly surprised to find spam-free inboxes, said Charanjit Bhatia, Head Infrastructure – IT, Bata.

GajShield's anti-spam solution not only blocked spam, but also devised an effective solution against any type of mail-based threats. The solution used Recurrent Pattern Detection technology which is a content-agnostic technology that is equally effective against image based spam. Coupled with the Antivirus feature, Bata ensured their networks were protected from viruses, malware, Trojans etc. Additionally, GajShield's Zero Hour Antivirus provided instant and proactive security from Virus outbreaks.

GajShield's anti-virus solution is equipped to scan SMTP, POP3 mail protocols and HTTP, FTP protocols thereby leaving no security gaps. As all the web-based traffic is scanned for spyware and malware, clean and secure web surfing and email transactions became a reality for Bata.



GajShield's user-based web filtering ensured employee accountability, which in turn led to decrease in harmful and unproductive surfing. Bata's IT department created groups and assigned restrictive internet access rights based on the group business profile. GajShield's next generation firewall blended seamlessly with Bata's existing Active Directory Services (ADS) which also saved Bata from the work of creating users individually on the firewall.
GajShield incorporated web filtering which allowed Bata to identify and implement policies to eliminate the liabilities like adult websites, gambling websites, etc., it ensured that no productivity loss was faced (by restricting access to news and sports websites), bandwidth loss was curbed by blocking the streaming of media sites that consumed a large amount of bandwidth. Moreover, security risks were eliminated by blocking sites that brought down viruses, spyware and other malware.

As mentioned earlier, Bata had multiple locations connected to the Head Office through MPLS connectivity and they wanted to define security control for applications being used from the branch offices and vice-versa but they wished to do this without having to make any change in the network and IP addressing scheme. GajShield implemented this by connecting these MPLS networks to GajShield's Layer-3 bridging network and then defining security controls. MPLS connectivity was implemented on every Bata Location. In order to ensure the security is never compromised, a mechanism has been ensured for MPLS to fail over to IPSec site to site VPN on every location of Bata.

CONCLUSION

GajShield's policy based ISP failover and load balancing was extremely helpful to Bata in effectively utilizing the internet links and creating redundancy for business critical applications. Bata has three internet links terminating onto GajShield's next generation firewall appliance and GajShield distributes these links in manner so that the business critical traffic gets more robust links, less critical applications gets other links and business critical traffic automatically fails over to the other internet links if the primary link is down. Bata was looking for a comprehensive solution for threats originating from outside like spam, phishing, pharming, intruders, viruses, malware and spywares. They were equally worried about threats coming from internal users due to the advent of web 2.0 applications, social networking sites, web-mails and SSL enabled websites. GajShield helped Bata to safely manage the use of applications that increased productivity while preventing threats from penetrating the networks.

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