

Flight Centre Soars with Juniper Networks Network Security Appliances

**Organization:**

Flight Centre

Industry:

Travel

Challenge:

Deploying a secure, affordable and reliable networking solution across a global infrastructure

Solution:

Juniper Networks NetScreen firewall appliances

Benefits:

- Easy to install, configure and maintain networking infrastructure
- Excellent value for money
- Secure and assured networking between remote sites and main offices
- Long shelf-life for hardware: initial investment pays for itself many times over
- Fast and efficient customer support

As one of the world's largest and most successful travel groups, Canadian based Flight Centre serves more than 4 million clients annually through more than 1,000 retail offices spanning the globe from Australia and New Zealand to Europe and North America. Because it has a presence in travel markets around the world and high visibility in the travel industry, Flight Centre is able to obtain extremely competitive rates for the range of products it sells, from flights, hotel rooms, car rentals and tours to travel insurance, visas and traveler's checks.

Flight Centre's continued success can be attributed in large part to its core commitment of providing the best experience and great value to its customers. One way it honors this commitment is by providing its employees with the resources they need to ensure that customers are satisfied with the service they receive. Over the course of a typical day, Flight Centre employees must be able to exchange data electronically with ticketing centers, reservation centers, corporate headquarters and other Flight Centre offices located throughout the world. The health of their network infrastructure is vital to the success of the company.

When preparing to set up their initial network infrastructure, Flight Centre worked with LCM Security to come up with a secure and assured solution that would meet their current and future needs. Since 1993, Ontario-based LCM Security has specialized in developing technological strategies and solutions that balance an organization's need to secure their proprietary data with their need to make it accessible to authorized personnel.

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Mark Budman
Network Administrator
Flight Centre

The Solution

From the outset, LCM Security and Flight Centre recognized the value of investing in Juniper Networks products. Since the debut of its first corporate network, Flight Centre's infrastructure has changed over the years to adapt to new technologies and new challenges in the industry. Through it all, the company has always relied on Juniper Networks technology to provide secure and assured networking.

In its latest configuration, the Flight Centre networking infrastructure consists of Juniper Networks NetScreen-208s, -50s and -25s installed at Canadian and American corporate offices and a mix of Juniper Networks NetScreen-5GTs and NetScreen-5XTs onsite at the more than 150 Flight Centre travel agencies.

Juniper Networks NetScreen-208 appliances, offering up to 550 Mbps of firewall throughput with support for 128,000 sessions are deployed in high availability (HA) active/passive mode. They allow up to 1,000 VPN tunnels and have firewall attack protection on every interface for a secure internal and external network, making them ideal for a company with as many satellite offices as Flight Centre.

Juniper Networks NetScreen-50 and NetScreen-25 appliances are integrated security devices that are ideal for branch and remote offices. Deployed in high availability active/passive mode in the Flight Centre network serves to minimize the potential for a single point of failure and reduces the failover time of a VPN connection by providing redundant VPN tunnels and VPN monitoring. NetScreen-50 appliances are installed in the Vancouver headquarters and offer up to 170 Mbps of firewall and 45 Mbps of 3DES or AES virtual private network (VPN) performance, with support for up to 64,000 concurrent sessions and up to 500 VPN tunnels. NetScreen-25 appliances are installed in the smaller Los Angeles, U.S. headquarters and offer up to 100 Mbps of firewall and 20 Mbps of 3DES or AES VPN performance, with support for 32,000 concurrent sessions and 125 VPN tunnels.

The Juniper Networks NetScreen-5GT and NetScreen-5XT appliances distributed throughout Flight Centre's North American network offer a fast, safe and reliable IPSec VPN tunnel between remote sites and main headquarters. Each

NetScreen-5GT appliance offers up to 75 Mbps of firewall throughput and up to 20 Mbps of 3DES IPSec VPN performance along with support for up to 2,000 current sessions. Embedded antivirus protection provides an additional layer of application-level protection to help eliminate virus threats from the network.

The NetScreen-5XT appliances offer up to 70 Mbps of firewall throughput and up to 20 Mbps of 3DES IPSec VPN performance. Like the NetScreen-5GT, the NetScreen-5XT offers support for up to 2000 concurrent sessions and features the same firewall, VPN and DoS mitigation technology required to protect Flight Centre customers' personal data, credit card billing information and travel details.

The Benefits

The installation of networking hardware in main offices and more than 150 Flight Centre locations across Canada and the United States could have been an expensive and disruptive process. However, by investing in Juniper Networks appliances, Flight Centre was able to rapidly and easily set up and roll out a secure and assured networking solution it needed across the company. The long shelf life of the Juniper Network appliances has also proven to be a major benefit financially, significantly reducing infrastructure acquisition costs.

An additional benefit of Flight Centre's continual reliance on Juniper Networks solutions is that it can swiftly and seamlessly integrate new networking hardware into the system without causing service interruptions. In fact, as Flight Centre network administrator Mark Budman points out, "Most of our employees are completely unaware when we upgrade the system. They don't experience slow-downs or outages. Since it doesn't adversely affect them, it goes unnoticed. No complaints is a great thing."

The security features of the Juniper Networks system have also proven to be a significant plus for Flight Centre. Budman added, "With as many agents and travel offices as we have entering customer data into our system, it is great to have a network that can ensure that information is secure within the system, yet accessible to those who need it." For a company that prides itself on how well it treats its customers, the Juniper Networks security solution was the only way to go.



CORPORATE HEADQUARTERS
AND SALES HEADQUARTERS
FOR NORTH AND SOUTH AMERICA

Juniper Networks, Inc.
1194 North Mathilda Avenue
Sunnyvale, CA 94089 USA
Phone: 888-JUNIPER (888-586-4737)
or 408-745-2000
Fax: 408-745-2100

www.juniper.net

EAST COAST OFFICE

Juniper Networks, Inc.
10 Technology Park Drive
Westford, MA 01886-3146 USA
Phone: 978-589-5800
Fax: 978-589-0800

ASIA PACIFIC REGIONAL
SALES HEADQUARTERS

Juniper Networks (Hong Kong) Ltd.
Suite 2507-11, Asia Pacific Finance Tower
Citibank Plaza, 3 Garden Road
Central, Hong Kong
Phone: 852-2332-3636
Fax: 852-2574-7803

EUROPE, MIDDLE EAST, AFRICA
REGIONAL SALES HEADQUARTERS

Juniper Networks (UK) Limited
Juniper House
Guildford Road
Leatherhead
Surrey, KT22 9JH, U. K.
Phone: 44(0)-1372-385500
Fax: 44(0)-1372-385501