

Garratt-Callahan reduces cloud application access from 45 minutes to near-instant with Hillstone

The Customer

Garratt-Callahan Company's business was growing and it needed to accelerate the company's network performance as well as resolve legacy environment Quality of Service (QoS) challenges. After deploying Hillstone's Next-Generation Firewall, Garratt-Callahan was able to reduce network connection times from several minutes to mere seconds, vastly improving employee productivity and client service levels.

The Challenge

Garratt-Callahan is a water treatment solutions provider with an industrious tradition that spans more than 100 years. With more than 200 employees and five offices throughout the U.S., it delivers water treatment products and services to some of the largest data centers, hospitals, food and beverage facilities and enterprises nationally.

As a small operation, it welcomed growth in business but faced challenges when scaling to meet service levels. Accelerated growth and the deployment of VoIP combined with a support-intensive sales forces mobile application, the company's corporate network struggled to keep pace as its existing network appliance maxed out at 90% CPU capacity. This not only caused serious performance and access delays for key corporate applications such as ADT, but also negatively impacted employee productivity and service levels as employees were forced to wait long periods for the applications to resume.

To exacerbate the situation, identifying bandwidth-intensive users and applications was a challenge due to poor reporting through Garratt-Callahan's legacy solution.

"Our business was growing, but our IT budget and resources were constrained. With the Hillstone Next-Generation Firewall, we were able to implement a cost-effective solution that resolved QoS issues and dramatically increased employee productivity, allowing us to focus on delivering excellent customer service."

— Jeffrey Garratt, president at Garratt-Callahan.

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The Solution

Hillstone reduces cloud application access from 45 minutes to near-instant, drastically improving productivity

Garratt-Callahan turned to Hillstone Networks for a price-performance advantage. Hillstone Networks performed a Proof of Concept of its Next Generation Firewall, and when the Garratt-Callahan IT department saw a dramatic increase in network and application performance, the company purchased a full deployment of the solution. The better network performance allowed the IT department to allocate appropriate bandwidth to more mission-critical processes.

With Hillstone Networks' Next-Generation Firewall, Garratt-Callahan reduced employee sign-on delays by as much as 15 minutes and eliminated web application delays by 45 minutes. As a result, the company experienced the following immediate benefits:

- Granular reporting for broader and deeper visibility into network traffic at the perimeter, including the type of attacks, the times and dates of attacks, as well as the originating source of attack
- Ease of administration and implementation of security policies
- Support bandwidth for a mobile ordering application
- Increased anti-virus depth level for increased, proactive protection

Moreover, the Hillstone firewall is capturing malware, ARP attacks and other threats that Garratt-Callahan's existing solution was not capturing and logging. The Hillstone solution is providing more visibility into what was transpiring at the network perimeter.

After deploying the Hillstone solution, Garratt-Callahan achieved the following:

- More visibility into applications running on the network
- More visibility into the types of attacks – times, dates and origination
- Ability to easily change policies to address attacks
- Release of a mobile ordering application for use on tablets without fear of security breaches or application service level
- Support for approximately 5000 orders a month and growing

"When nobody calls me, when my phone does not ring, I know I've done my job," says Ryan Benner, IT Manager.



Hillstone CEO Dongping Luo and Garratt-Callahan CEO Jeffrey Garratt