JUNIPER NETWORKS | Engineering Simplicity

Hyland
creator of OnBase®

HYLAND ENSURES GROWTH WITH HIGH-PERFORMANCE, INTELLIGENT NETWORK SECURITY

Summary

Company:
Hyland

Industry:
Technology

Business Challenges:
Build a secure network that allows employees to use the applications they need, including streaming media, to serve customers around the world

Technology Solution:
- *SRX5400, SRX1500, SRX300, and SRX220 Services Gateways*
- *Junos Space Security Director*
- *Spotlight Secure Connector*

Business Results:
- *Eliminated performance complaints and improved availability*
- *Simplified and automated security policy management*
- *Deployed advanced threat intelligence and botnet protection to stop threats faster*
- *Automated security backups to save administrative time*

Hyland knows that happy employees perform at a higher level, increasing customer satisfaction and driving corporate performance. Hyland develops enterprise software solutions for managing content, processes, and cases that's used by large healthcare systems, financial institutions, and government agencies. The company encourages its 2,200 employees to let their home lives encroach on work. Workers can easily shift their days—or weeks—to fit in all of their priorities. When at the company's headquarters in Westlake, Ohio, employees can take advantage of an onsite Montessori daycare, wellness center, hair salon, diners, as well as two beautiful and well-equipped gyms. Hyland has been named to the Fortune 100 Best Companies to Work For® since 2014.

Business Challenge

Working in a rapidly growing, increasingly global organization with customer service as a top priority means that Hyland's employees must have ready access to their digital tools. At the same time, Hyland must secure the connections among its offices and protect itself against cyberthreats.

The company's firewalls were having a hard time keeping pace with the increasing use of collaboration tools, streaming media, and cloud applications. "We wanted to increase network bandwidth, but the old firewall was a bottleneck," says Nate Hall, security administrator at Hyland.

In addition to performance issues, managing firewall policies was labor-intensive and time-consuming. The security team wanted to simplify and consolidate its defenses as well. "We wanted to reduce the failure points to the Internet by combining routing and IDP capability, without losing isolation of data," says Hitesh Patel, security team lead at Hyland.

"Using Juniper has allowed us to more reliably service partners and customers and grow as a software company. We were seeing issues two or three times a week, and now with Juniper, those problems are eliminated."

- Stephen Watt, IS Infrastructure Manager, Hyland

Hyland's security team set out to consolidate, simplify, and strengthen network security. But the team knew it needed to build more than just network security. It needed to protect against cyberattacks that could disrupt business or lead to information theft. Just as importantly, it wanted to ensure that employees could collaborate freely with each other, customers, and partners—with no impediments.

Technology Solution

After an extensive review of next-generation firewalls, Hyland chose the Juniper Networks® SRX Series Services Gateways for their high-performance network security with advanced, integrated threat protection. Hyland deployed a cluster of the SRX5400 Services Gateway in the data center, the SRX1500 in regional offices, and the SRX300 and SRX220 in local offices.

Building a site-to-site VPN using SRX Series gateways has allowed Hyland to improve global network reliability and availability for a better user experience. Before, all traffic from remote offices traveled through the corporate data center. "With a mesh VPN, we can offer a better experience to international employees," says Stephen Watt, IS infrastructure manager at Hyland.

"We operate 24x7 with offices all over the world. There's no good downtime window anymore. To support maintenance at that level, Security Director is a game changer."

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The SRX Series platform adapts dynamically and in real time to evolving security threats. Integrated threat intelligence offers adaptive protection against botnets and malware based on the geographic location of IP addresses and threat intelligence data. "The advanced command-and-control botnet detection is an extra layer of security," says Patel. "We love that part of the SRX Series."

The IT team also can control which applications are allowed on the network, and gain visibility into encrypted traffic to ensure that there are no hidden threats, but without losing the throughput of the firewall. "A major requirement was the ability to decrypt SSL traffic," says Hall. "It's not an easy task, but the SRX Series has the processing power to take care of it."

Juniper Networks Junos® Space Security Director was a major deciding factor for Hyland. The security administration staff can manage security policies for all SRX Series firewalls using an intuitive, centralized console. Hyland also uses Juniper Networks Spotlight Secure Connector, a premises-hosted application that accepts and distributes threat intelligence to enforcement points through Security Director. As threat intelligence changes, updated policies are then distributed to enforcement points such as firewalls and switches, allowing attackers to be blacklisted immediately, if needed, and ensuring up-to-the-minute protection.

Business Results

Hyland built more than a secure network. "Using Juniper has allowed us to more reliably service partners and customers and grow as a software company," says Watt. "We can't showcase our products if there are connectivity issues."

Performance problems with the old firewalls led to sales webinars and online training classes that would become unresponsive, according to Watt. "Business was being disrupted. We were seeing issues two or three times a week, and now with Juniper, those problems are eliminated."

Using Juniper has eased the network and security operations workload and reduced maintenance windows. Firewall configurations are automatically backed up, which alleviates another operational hassle—a weekly calendar reminder to manually back up the firewall configuration. "Now any time we update the firewall policy, it's backed up for us," adds Hall.

"Using Security Director has supported our effort toward globalization," agrees Watt. "We operate 24x7 with offices all over the world. There's no good downtime window anymore. To support maintenance at that level, Security Director is a game changer."

Next Steps

The security team is looking ahead to Juniper Sky Advanced Threat Protection, which provides advanced malware protection from the cloud and is integrated with SRX Series firewalls to adapt to the ever-changing threat landscape.

For More Information

To find out more about Juniper Networks products and solutions, please visit www.juniper.net.

About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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