



# Secure SD-WAN Customer Success Stories

Transforming  
and Securing  
the Networks of  
Global Enterprises



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# Executive Summary

Today's networks are constantly increasing in complexity, and attack surfaces are continuously expanding. Inefficient network operations leave IT teams struggling to keep up. When network traffic patterns changed, and applications became more distributed, traditional branch routers began to be replaced by software-defined wide area network (SD-WAN) solutions. But SD-WAN on its own is not enough. Users, branch offices, and traffic without robust, next-generation security are all very vulnerable to ever-evolving cyberthreats. Enter Fortinet [Secure SD-WAN](#).

Since its launch, Fortinet Secure SD-WAN has been highly successful in helping organizations simplify their networks and enable a zero-trust architecture with a smooth convergence of on-premises and cloud-delivered security for users. As organizations want to bring similar network and security experience to their hybrid workforce, Fortinet Secure SD-WAN becomes foundational to seamlessly transition to [Fortinet Unified SASE](#).

This ebook provides 10 short case studies of organizations across industries that have deployed Fortinet Secure SD-WAN. The details of each company's successful SD-WAN journey can serve as a helpful guide for your own organization's SD-WAN experience.

**[According to Forrester](#), Fortinet Secure SD-WAN is an industry leader, delivering:**

- 300% ROI
- Payback in eight months
- 65% reduction in the number of network disruptions
- 50% increase in the productivity of security and network teams





# Introduction

## What is Fortinet Secure SD-WAN?

Fortinet Secure SD-WAN is a solution that converges networking and security on a single operating system that is managed by a single management console. It transforms networking and security, consolidating SD-WAN, next-generation firewall (NGFW), advanced routing, and zero-trust network access (ZTNA) application gateway functions into one platform. Secure SD-WAN supports cloud-first, security-sensitive, and global enterprises, as well as the hybrid workforce.

## Why is Fortinet Secure SD-WAN needed?

Digital transformation is the process organizations embrace to make improvements in various aspects of their organization or business. The process includes the consumption of applications from the cloud. Unfortunately, the traditional branch router comes up short of meeting the requirements to support digital transformation. Traffic must be intelligently and securely steered from the branch to its destination without backhauling to the data center at headquarters. Furthermore, the high cost of wide area network (WAN) links, along with operational complexity and limited visibility, make it impossible for organizations to become digital-first. This is why deploying Fortinet Secure SD-WAN is necessary.





## Fortinet Secure SD-WAN Use Cases

### **Simplify Secure SD-Branch**

With Fortinet Secure SD-WAN, organizations can simplify the entire infrastructure with tight integration across the LAN, WLAN, and WWAN on the hardware, software, and management levels. The solution enhances the application experience, connectivity, and operations, which all lead to an improved user experience and are managed from a single console.

### **Enhance hybrid, multi-cloud connectivity**

Organizations can enable secure, seamless, faster connectivity to, within, and across clouds with a single virtual machine (VM), reducing footprint by using Fortinet Secure SD-WAN.

### **Optimize the hybrid workforce experience**

Organizations can enhance the network and security experience for users working from anywhere with cloud-delivered SD-WAN and security via the FortiSASE points of presence (PoPs) on the Fortinet Universal SASE platform.



# 10 Customer Success Stories

The Fortinet Secure SD-WAN platform is the cornerstone of a transition to a SASE journey. The following 10 customer success stories provide deep insights into how Fortinet Secure SD-WAN can be successfully deployed in organizations from various industries. We hope you find these real-world success stories inspiring.



# 1

## Global Hospitality Company Improved Network and Security Teams' Efficiency by 60%

- 4,000+ locations
- 325,000+ global employees
- \$19.4 billion gross annual revenue



### Customer Challenges

- High bandwidth cost
- Complex operation
- Unable to meet cloud and mobile requirements
- Lack of visibility
- Difficulty in troubleshooting
- Weak security posture

### Fortinet Solutions

- [Fortinet Secure SD-WAN](#)
- [FortiManager](#)
- [FortiAnalyzer](#)

### Results

- Accelerated network and security convergence for hotel enterprises and simplified entire WAN architecture
- Enabled large-scale, faster deployment of digital products and above-property solutions

- Alleviated large scaling of security operations center (SOC) assets, enabling efficient use of security orchestrator and resources
- Centrally managed the ecosystem and enhanced deployments, configurations, and operations with complete visibility, analytics, and reporting
- Increased app availability and performance over WAN transport, enhancing cloud strategy
- Single-pane-of-glass solutions that provided:
  - Complete visibility of the SD-WAN connectivity status and quality of service (QoS)
  - Network metrics of egress from specific properties, QoS of business-critical applications, and real-time performance for each WAN link

### Business Outcomes

- Improved network and security teams' efficiency by 60%
- Improved user experience and satisfaction by 30%
- Reduced cost by 25%
- 15-month deployment due to centralized management

**IHG**  
HOTELS & RESORTS

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# 2

## North America's Largest Trash Collection and Recycling Provider Improved Performance by 38x

- 1,200+ locations
- 43,000+ employees
- Fortune 500 large enterprise



### Customer Challenges

- Inefficient and slow legacy solutions
- Wanted to modernize network, improve security, and reduce costs
- Need to make a digital transformation to maintain a competitive edge

### Fortinet Solutions

- [Fortinet Secure SD-WAN](#)
- [FortiAP](#)
- [FortiSwitch](#)
- [FortiExtender](#)
- [FortiGuard AI-Powered Security Services](#)
- [FortiManager](#)

### Results

- Delivered consolidation and best ROI among all vendors
- Provided consistent security posture across WAN and LAN networks
- Increased visibility and simplified management with zero-touch provisioning
- Better user experience
- Easier to troubleshoot across network

### Business Outcomes

- Reduced overall cost by 65%
- Improved performance by 38x
- Deployed 1,200+ sites in six months
- Increased visibility and reduced time to remediate user-impacting issues



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# 3

## Large Retail Chain in Finland Reduces Calls to the In-House Service Desk by 30%–40%

- 470 locations
- 4,000+ employees
- Finnish retail chain



### Customer Challenges

- Resiliency issues, suffered from frequent outages and lack of redundancy
- High cost of multiprotocol label switching (MPLS)
- Degraded security posture effectiveness

### Fortinet Solutions

- [Fortinet Secure SD-WAN](#)
- [FortiAP](#)
- [FortiSwitch](#)
- [FortiManager](#)
- [FortiAnalyzer](#)

### Results

- Consolidated and provided consistent security policy enforcement across WAN, WLAN, and LAN networks
- Purpose-built security processors enforced granular security
- Increased visibility and control with centralized monitoring and analytics for the entire infrastructure

### Business Outcomes

- 30% to 40% reduction in calls to the in-house service desk
- Increased visibility and control by converging security, LAN, and WAN
- Improved resilience to network failure and attack



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# 4

## Romanian Bank Reduced Application Response Times by 50%

- 1,000+ locations
- 2 million clients
- 7,000+ employees



### Customer Challenges

- Lacked centralized visibility and control
- Slow and unreliable support from the MPLS provider
- Inflexible and manual management to accommodate for rapid growth

### Fortinet Solutions

- [Fortinet Secure SD-WAN](#)
- [FortiManager](#)
- [FortiAnalyzer](#)

### Results

- Improved speed and reliability of network
- Enabled cloud and hybrid services
- Provided real-time, automated response to threats
- Provided centralized management, visibility, and analytics

### Business Outcomes

- 8x increase in available bandwidth
- 50% reduction in application response times
- Greatly reduced operational complexity
- Increased profitability via the launch of new services and efficiency gains

**CEC Bank**

Read the case study



# 5

## World's Largest Insurance Brokerage and Consulting Firm Is Saving \$1 Million a Year on WAN Hardware and Support

- 180+ locations
- 8,000+ employees



### Customer Challenges

- Hypergrowth in the past 30 years overwhelmed IT team
- Too many outages and complex networks to manage
- Difficulty complying with industry regulations

### Fortinet Solutions

- [Fortinet Secure SD-WAN](#)
- [FortiManager](#)
- [FortiAnalyzer](#)
- [FortiSIEM](#)
- [FortiGuard AI-Powered Security Services](#)

### Results

- Simplified management and architecture
- Enabled company to easily comply with industry regulations
- Provided best-in-class technology
- Reduced network downtime
- Increased IT team productivity

### Business Outcomes

- \$1 million a year in savings on WAN hardware and support
- Internet connectivity up to 10x faster
- Cut WAN downtime in half



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# 6

## One of North America's Largest Dental Services Saw 10x Increase in Performance

- 700+ locations
- 7,200+ employees
- 30 states



### Customer Challenges

- High cost of dual MPLS circuits and limited bandwidth
- Slow performance as higher bandwidth was required for applications
- Complex to manage and troubleshoot LAN, security, and WAN

### Fortinet Solutions

- [Fortinet Secure SD-WAN](#)
- [FortiAP](#)
- [FortiSwitch](#)
- [FortiExtender](#)
- [FortiGuard AI-Powered Security Services](#)
- [FortiManager](#)

### Results

- An all-in-one solution that is easier to manage and troubleshoot
- Delivered consolidation (LAN, WLAN, SD-WAN, NGFW, WWAN) and single-pane-of-glass management
- Enabled secure access for users and guests
- Consistent security posture across WAN and LAN networks
- Better visibility, easier to manage, and added new sites with zero-touch provisioning
- Improved user and guest experience
- Easy to troubleshoot across the network

### Business Outcomes

- 10x increase in performance
- 60%–70% savings in circuits and equipment
- Ability to support access to new applications



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# 7

## Global Oil and Gas Company Decreased Operating Costs by 55%

- 400+ locations
- 9,000+ employees
- Thousands of customers across 60 markets



### Customer Challenges

- Agility problems and inflexibility in IT operations to optimize traffic performance, especially for cloud applications
- Limited visibility into remote sites' traffic
- No centralized control or management
- No security at the edges or security posture effectiveness
- Poor performance and operation hindering business efficiency and user experience
- High cost of MPLS impacting business profitability and performance

### Fortinet Solutions

- [Fortinet Secure SD-WAN](#)
- [FortiManager](#) and [FortiAnalyzer](#)

- [FortiAP](#)
- [FortiExtender](#)

### Results

- Reduced operating expenses via centralized management and provisioning of network and security policies
- Improved quality of experience by delivering dynamic application steering based on defined service level agreement (SLA)
- Enhanced user experience via faster transaction
- Improved visibility and accelerated troubleshooting with centralized management

### Business Outcomes

- 55% reduction in operating costs from lower MPLS usage and simpler administration
- Increased revenue and enhanced customer experience via 18x reduction in point-of-sale (POS) transaction time
- Increased operational efficiency due to 4x increase in network speed and performance and the elimination of network downtime



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# 8

## Leading Global Provider of Packaging Solutions Reduced Communications Costs by 40%

- 50 locations worldwide
- 5,500+ employees
- Producers of packaging solutions



### Customer Challenges

- Complex legacy solutions caused frequent outages
- Consolidating IT service infrastructure process left company vulnerable
- Lacked full visibility

### Fortinet Solutions

- [Fortinet Secure SD-WAN](#)
- [FortiManager](#)
- [FortiAnalyzer](#)
- [FortiCare Professional Services](#)

### Results

- Simplified network management
- Reduced overhead costs
- Obtained complete visibility
- Extended comprehensive security controls out to the edge of the network
- Can now monitor and control the entire network and security infrastructure from a central location

### Business Outcomes

- 40% savings on communications costs
- Enhanced security of complex hybrid services infrastructure
- Increased business continuity via improved application performance and resilience



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## 9

## Global Provider of Consulting and Engineering Services Saves \$1 Million in First three Years

- 450 locations
- 21,000+ employees
- \$2.8 billion in revenue



### Customer Challenges

- Dynamic multipoint virtual private network (DMVPN) technology and:
  - Frequent lateral breaches
  - Lack of east-west segmentation
  - No traffic inspection close to users and digital assets
- Business profitability and performance due to high costs
- Links not fully utilized [active/standby]
- Disparate networking and security systems
- Limited visibility into offices by IT
- Too much time reacting to lateral breaches
- Four separate management consoles for networking, security, ZTNA, and web filtering hurting business efficiency and hindering user experience

### Fortinet Solutions

- [Fortinet Secure SD-WAN](#)
- [FortiGate VM](#)
- [FortiManager](#)
- [FortiAnalyzer](#)
- [FortiClient EPP](#)

### Results

- Enabled simplified infrastructure with one unified FortiGate WAN edge for branch offices
- Empowered IT teams to be effective and efficient with networkwide visibility, analytics, reporting, and management
- Lowered total cost of operation (TCO) as one appliance provides all the networking and security functions as well as enables utilization of all available links

### Business Outcomes

- \$1 million in savings over the first three years
- Reduced FTE management cost and burden with one interface for day-to-day operations
- Reduced vendor sprawl

Anonymous Technology Company



# 10

## Europe's Second Largest Software Company Reduced Branch Operation Expenses by 25%

- 180+ Locations
- 140 countries
- 20,000+ employees



### Customer Challenges

- High cost of WAN communications and operating expenses across branches
- Overall slow performance
- Fragmented point products resulting in vendor finger-pointing and integration challenges

### Fortinet Solutions

- [Fortinet Secure SD-WAN](#)
- [FortiManager](#)
- [FortiAnalyzer](#)
- [FortiAuthenticator](#)

### Results

- Single platform for security and SD-WAN
- Reduced operations expenses by decreasing footprint, which had consisted of dual routers, firewalls, and VPN appliances from three different vendors
- Simplified architecture improved staff efficiency and led to less finger-pointing
- Significantly improved performance

### Business Outcomes

- 20% reduction in WAN expenses
- 3x improvement in WAN performance
- 25% reduction in branch operations expenses by consolidating network, security, and VPN
- 10% improvement in staff efficiency by consolidating branch network and security hardware footprint from three vendors to just one

Anonymous Technology Company







## Why Fortinet?

Fortinet is an industry leader in secure networking. We're the first vendor to organically develop and integrate SD-WAN, NGFW, advanced routing, and ZTNA application gateway functions on one platform. Also, Fortinet is the only vendor with purpose-built ASICs to accelerate and offload network and security functions. With tight integrations across the LAN, WLAN, and WWAN on the hardware, software, and management levels, we are unique in offering a seamless transition to SD-Branch managed by a single console. And, as organizations embrace the SASE journey, the Fortinet Secure SD-WAN platform is the cornerstone of that transition.

For 20+ years, Fortinet has been driving the evolution of cybersecurity with networking and security convergence. Our network security solutions are the most deployed, most patented, and among the most validated in the industry. Our broad, complementary portfolio of cybersecurity solutions is built from the ground up with integration and automation in mind. It enables more efficient, self-healing operations, and a rapid response to known and unknown threats.



# Why Fortinet Secure SD-WAN?

In addition to real-world customer case studies, Fortinet Secure SD-WAN is also highly rated by industry analysts. Forrester did a [Total Economic Impact \(TEI\) study](#) of the solution across industries.<sup>1</sup> The results were impressive:

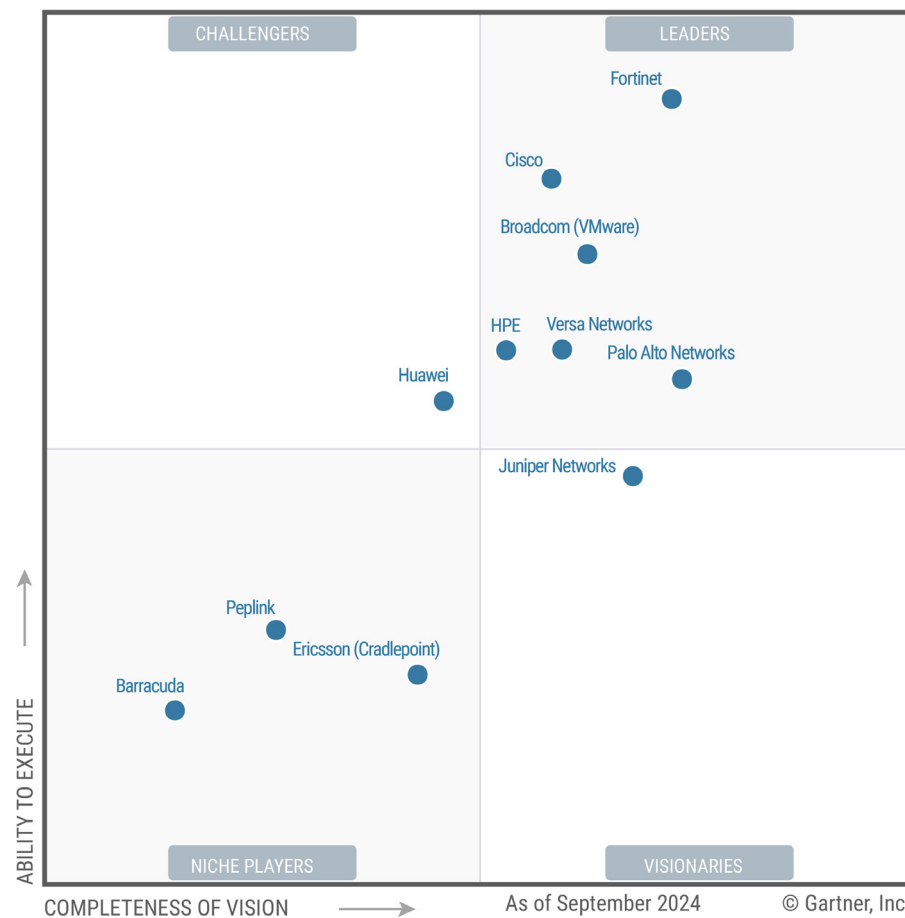


In the companion report, Gartner® Critical Capabilities report for SD-WAN, Fortinet is the only vendor to rank first in two use cases, on-premises security-sensitive WAN and WAN for small branches, four years in a row.<sup>2</sup>

Furthermore, we're proud to say Fortinet was named the Gartner® Peer Insights™ Customers' Choice five years in a row.<sup>3</sup>



Figure 1: [Magic Quadrant for SD-WAN](#)



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**Gartner.**

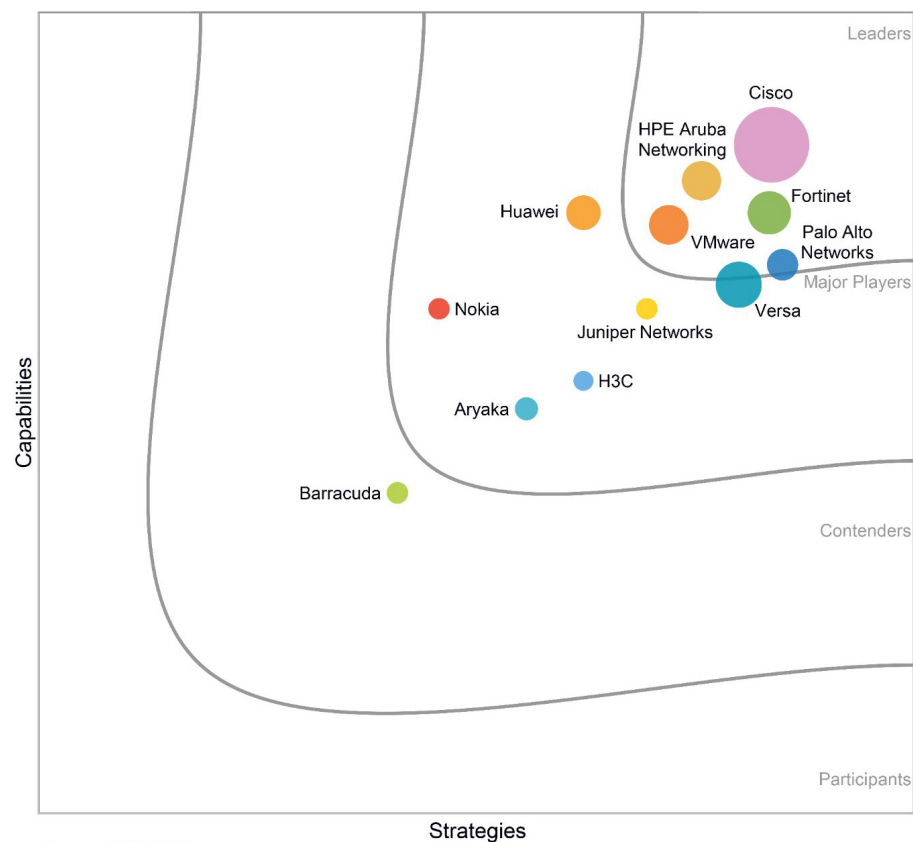
## More Recognition

In the 2023 IDC MarketScape Worldwide SD-WAN Infrastructure Vendor Assessment, Fortinet was recognized as a leader for the second time.<sup>4</sup>

In the recent Q3 2023 testing by independent third-party [CyberRatings.org](https://www.cyberratings.org), Fortinet was rated as a “Recommended” solution—the highest rating possible. The report states “The Fortinet SD-WAN handled all use cases with ease and proved to be highly reliable and capable and should be on everyone’s short list.”



## IDC MarketScape Worldwide SD-WAN Infrastructure Vendor Assessment, 2023



Source: IDC, 2023



# Conclusion

A highly rated solution by industry analysts, Fortinet Secure SD-WAN is foundational to the seamless transition to Universal SASE. It assists organizations in protecting their users, branch offices, and data with robust, next-generation security.

Fortinet Secure SD-WAN has a solid history of transforming and securing the networks of many global enterprises. The 10 success stories from different organizations in different business arenas featured in this ebook are real-world examples of how successful Fortinet Secure SD-WAN has been and a testament to how it can assist your organization.

Contact the Fortinet team to get started on your own success story.



<sup>1</sup> [The Total Economic Impact™ \(TEI\) of Fortinet Secure SD-WAN](#), Forrester, December 2022.

<sup>2</sup> Ibid.

<sup>3</sup> [Nirva Shah and Rami Rammaha, Fortinet Has Been Recognized for Fifth Straight Year as a Gartner Peer Insights Customers' Choice for SD-WAN](#), Fortinet, March 18, 2024.

<sup>4</sup> [IDC MarketScape: Worldwide SD-WAN Infrastructure 2021 Vendor Assessment](#) (doc #US50471623, September 2023).



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