Journeycall – Office Relocation - Case Study

Extract

Journeycall recently relocated their operational personnel to a facility in Arbroath from two facilities in Laurencekirk and Brechin but there was also a short-term requirement to leave some services in Laurencekirk. Additionally, Journeycall planned to deploy a Cloud hosted telephone system at the new facility and had a requirement for their network to be PCI compliant. This presented several challenges.

Scope

- VPN connections to client companies could not easily be moved from Laurencekirk. This led to the requirement that traffic from users in Arbroath to such client companies had to appear to come from a Laurencekirk source IP address in order to traverse the VPNs.
- Maintaining PCI certification for the network as a whole following the addition of the new facility including additional network and security hardware together with new Internet circuits.
- The Cloud hosted telephone system had specific requirements for ports to be open from the Internet to allow it to function. However, this conflicted with the requirements for PCI certification, which is essential to Journeycall's business.
- Edge and content inspection security needed to be improved, to ensure customer data was protected and secure.
- Recording and real time analysis of syslog traffic for security and other related events was a requirement.

Solution

To address these issues Network DNA carried out the following:

- NetworkDNA were able to respond quickly to develop an effective solution to Journeycall's requirement to relocate whilst at the same time maintaining full service.
- Using the existing Cisco ASA installed at the Laurencekirk site and the new Cisco ASA's installed at Arbroath, Network DNA designed a configuration that allowed traffic addressed to the same VLAN to route both to Laurencekirk and Arbroath at the same time. It also allowed devices in Arbroath to appear to be in Laurencekirk for the purposes of routing traffic to client companies over existing VPN connections terminating in Laurencekirk.
- Network DNA carefully audited the configurations of all devices on the network to ensure that strict PCI compliance was adhered to and that the network conformed to the requirements for PCI compliance.
- Network DNA designed a secured VLAN configuration to allow the use of the Internet hosted telephone system without compromising the security of the network or breaching PCI guidelines.
- Network DNA implemented the content filtering and deep packet inspection functionality of the

Cisco ASA's together with the additional security features available to guard against a wide spectrum of threats and to ensure that the Journeycall network was fully secured against intrusions, malware and viruses.

- Network DNA worked with Journeycall to design and implement a syslog archiving, analysis and alerting solution to store syslog data and alert automatically on any security related syslog events.

As a result, the move to Arbroath was accomplished with minimal impact on the delivery of IT services to Journeycall staff and the network in Arbroath is PCI compliant, reliable, fully documented, secure and provides a sound platform upon which Journeycall can run their core business.

For additional information including company background, case studies and other details please visit our website or email info@network-dna.com.

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