

Case Study

Ensuring the security and seamless connectivity
of a global asset management organisation



The client

A London headquartered asset management company with 19 offices across Europe, Middle East, North America, and Asia Pacific. As a global alternative asset manager, the client develops long-term and resilient relationships with ambitious businesses, investing capital on their behalf to deliver sustainable value.

The client has partnered with Natilik for over 5 years and during this time, Natilik has acted as the preferred technology provider for the design and deployment of multiple global projects across security, networking, and collaboration technology stacks.

19

Locations worldwide

900+

Employees globally

5+

Year strategic partnership

The challenge

The client sought a solution to transform its current network and security infrastructure to a state-of-the-art architecture that ensured a secure and consistent user experience, regardless of whether users were working remotely or from one of its offices.

Its existing setup did not support true hybrid working and failed to deliver the necessary level of security for their employees. The team required a best-of-breed solution that prioritised security, offered adaptability and flexibility for their users, and maintained high end-user performance while aligning with its cloud-centric strategy.

Recognising the need to enhance its security posture and support modern hybrid working, the client understood that it required a highly experienced partner to deliver a truly global SD-WAN, SSE, and enhanced connectivity solution across all 16 global sites and 2 Azure regions – a true SASE solution.



Enhanced security

The growth in hybrid working meant that the client's infrastructure was no longer providing the security the team needed for users logging in from locations on and off the network.



Hybrid working

The client's traditional MPLS infrastructure wasn't providing the speed that the team required across its 11 global sites and didn't align with the businesses migration to cloud.



Operational efficiency

The client needed a cloud-based solution that would provide quick, easy and secure access to applications whenever and wherever users were logging in from.

The solution

As a trusted and proven partner of the client, Natilik had the global expertise and capability to effectively design, deploy, manage the end-to-end solution that would meet the client's requirements.

Taking time to understand the client's challenges and the objectives of the project, the Natilik team designed a cloud-managed Palo Alto Networks Secure Access Service Edge (SASE) solution.

It consisted of Prisma Access to seamlessly connect and secure any user, from any device, accessing any application and Prisma SD-WAN to provide network access and connectivity between the client's locations. This single-vendor SASE approach converges networking and security into a single holistic solution, consistently securing all applications regardless of a user's location, be that remote, mobile, or working from a branch office, providing them with an exemplary user experience.

As well as meeting all the client's technology requirements, this cloud-based solution provided SD-WAN and SSE management within a single dashboard, ensuring full visibility across the entire solution to simplify and speed up operations.

AI-based Autonomous Digital Experience Management (AI-ADEM) was included in the solution to improve the user experience and offer segment-specific insights with automatic remediation, enabling IT to balance security and usability effectively.

The entire solution is fully supported by Natilik's 24/7 follow-the-sun global managed service. With both a remote team and a dedicated on-site resource acting as an extension of the client's team, this service gives the client access to Natilik's accredited engineers providing the peace of mind that if any issues arise, they will be quickly identified and remediated. This ensures a great experience for the client's users and a fully secure environment that their clients can trust.





Project steps



01. Discover

Natilik held multiple workshops with the client to ensure its current technology challenges were understood, as well as their vision for what they wanted to achieve from not only this project, but from its business evolution and growth in the future.



02. Design

The Natilik experts designed a solution utilising best-of-breed Palo Alto Networks SASE technology, which included Prisma Access, Prisma SD-WAN as well as AI-ADEM and Enterprise Managed Browser to meet the client's technical requirements and business drivers.



03. Transition

A technology-focused project manager, an experienced delivery team, and a service transition manager were brought together to ensure the project's smooth execution, meeting deadlines, adhering to the budget and scope, and aligning with overall goals and business outcomes.



04. Manage

The solution is wrapped up with Natilik's ISO27001-accredited 24x7x365 global managed service, delivered by highly skilled and experienced team with both dedicated on-site and remote resources who act as an extension to the client's team and free up the its IT team to concentrate on supporting their business operations rather than the infrastructure.

The outcome

The client now has a cloud-based, fully secure solution that enables seamless mobile user connectivity and provides its 900+ users access to data, applications, and services quickly and consistently regardless of their device or location.

Integrating market leading security and networking capabilities into a simple cohesive platform has helped improve operational efficiencies, the client's IT team can now easily manage, standardise, and automate processes, saving vital time that they can use to focus on other business-critical projects. Being able to access centralised visibility, monitoring and control tools has also reduced resolution times, helping to maintain a consistent user experience.

Adopting a zero-trust network architecture approach has greatly improved the clients' overall security posture and reduced the risk of security breaches, protecting the client's assets, applications, data, and brand. Additionally, with Natilik now acting as an extension of the team through the 24/7 managed service, the client has the confidence that any issues that do arise will be quickly identified and remediated ensuring reduced downtime and a consistently positive experience for the team's clients and users.

The infrastructure offers the IT team the flexibility, adaptability, and scalability required to support the transition to hybrid working. By decreasing dependence on physical hardware, maintenance and upgrade needs have been minimised, allowing the client to redirect capital savings back into their business. Equipped with a modern, future-ready network and security platform, the client now possesses a solution designed to grow and evolve alongside its future expansion and technological vision.



Three project outcomes



Improved user experience

The client's users now benefit from quick, reliable and seamless access to their applications, data and services, no matter the device they are using or whether they are working from the office, at home or on the go.



A fully secure environment

The client now has standardised security across their entire environment. Enforcing this zero-trust network architecture framework ensures that the client can benefit from enhanced security posture, with users only being able to access the applications they have been authorised and trust being continuously verified.



Increased operational efficiency

The new solution reduces network and security complexity while increasing organisational agility. The team now have visibility across their infrastructure, which has enabled them to streamline their reporting and policy management processes, saving them vital time.

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