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*Kevin Agnew  
Director of IT Operations  
Travelx*



**CUSTOMER NAME**

Travelx

**INDUSTRY**

Financial Services

**CHECK POINT PRODUCTS**

- UTM-1™ Edge

**CUSTOMER NEEDS MET**

- Secured remote endpoints
- Centralized security management
- Enabled quick, simple configuration and deployment



# Travelx Secures Remote Endpoints with UTM-1 Edge

## ABOUT TRAVELEX AMERICAS

Travelx is the world’s foreign exchange specialist, the world’s largest non-bank provider of international payments and one of the world’s leading providers of outsourced travel money.

With more than 300 workstations in 200 retail locations in the United States and Canada, Travelx epitomizes a distributed network. The company provides services that enable travelers to exchange their home-country currencies for foreign exchange from other nations all over the world. Many of these transactions require constant exchange of proprietary financial data. Naturally, then, it’s imperative that the data travel over a secure network, and that computers on either end of the transaction are protected.

That’s why toward the end of 2001, Travelx embraced an early version of an all-in-one unified threat management (UTM) security appliance from Check Point Software Technologies.

At the time, the technology enabled Travelx to ensure that its remote sites stay just as secure as corporate headquarters in London, England. More recently, the company upgraded to the new Check Point UTM-1™ Edge devices, which combine firewall with secure site-to-site and remote access connectivity.

According to Kevin Agnew, Director of IT Operations, the results have been remarkable. “With these technologies from Check Point, we are more on top of our security than we ever thought we could be,” he says.

## THE TRAVELEX CHALLENGE

While the IT department, which is based in the company's North American headquarters in Toronto, Canada, was operating over a point-to-point ISDN connection, many branch locations were connecting to the Internet through unsecured dialup. In a nutshell, there were two specific challenges:

- There was no way to ensure that all the remote locations had the latest antivirus signatures, making certain offices susceptible to aiding virus outbreaks
- Connection speeds for each branch varied widely, so there was no reliable way to push out patches when security upgrades were necessary

"We had so many different technologies on the network that we used to have some people just dedicated to working on certain technologies," Agnew recalls. "It wasn't what I'd call the most efficient way of handling security."

### THE CHECK POINT SOLUTION

A solution from Check Point changed everything. The technology was a forerunner of the current Safe@Office® product. Travelex ordered more than 120 boxes in the first batch—one of the company's biggest technology purchases to that point.

These devices arrived in the first half of 2002, and IT staffers immediately hailed their ease of use. Still, the solution didn't work perfectly out of the box. Over the first few months, Check Point technicians visited Agnew's office to understand how Travelex employees would use the boxes. They monitored network traffic. They followed demands on bandwidth. Then they customized the products accordingly. These customization efforts took six to eight weeks. Finally, toward the summer of 2002, Travelex was ready for the big rollout.

From the IT department's office in Toronto, Agnew and his team shipped the boxes to individual branch offices. In the field, managers were given instructions on how to install the boxes and get them working quickly. Because the products were essentially plug-and-go, managers with little to no technical knowledge were able to have them up and running in virtually no time.

"Once the DSL or cable is left at the branch, it's really just a matter of asking somebody to connect to the right port on the UTM-1 Edge box," Agnew says. "I can't recall ever having an issue where the service desk couldn't walk somebody through setting things up."

An important component of the process was Conexys Communications Limited of Toronto ([www.conexsys.net](http://www.conexsys.net)), a full-service integrator of enterprise security and network infrastructure solutions. Travelex worked closely with Conexys in the assessment and deployment of the Check Point solution. Furthermore, Conexys was heavily involved in the selection, testing and deployment of the Edge boxes within Travelex's infrastructure. Conexys provided Travelex with the support and knowledge needed to derive an exact and accurate security solution. According to Agnew, Conexys' help was indispensable.

"We actually had the partner on site in Toronto here working on the solutions, and as problems came up they would be addressed almost immediately and sent back to us," Agnew says. "They definitely showed genuine commitment to meeting our needs."

### THE BENEFITS OF CHECK POINT SECURITY

Travelex has experienced significant return on its investment (ROI). The bulk of this ROI came in the area of technical support; without the constant frustrations of dialup connectivity, troubleshooting requests to the central IT department in Toronto dropped tremendously, freeing up IT workers to handle more important jobs.

Another benefit came in system management. With the technology's ability to centralize security policy, Agnew says Travelex IT staffers were able to push new security standards to every box on the retail network with the click of a mouse.

"Any time you need to block something or add an enhanced feature in security, it's very simple in the Check Point environment," he says. "We knew tackling that would be easier with this technology, but we had no idea just how easy it would be."

Early in 2008, Travelex took the next step in securing its distributed network and began upgrading its S-box deployment with a host of new UTM-1 Edge appliances from Check Point. The refresh began in April and is expected to be finished by the end of June.

Already, Agnew says he's reaped some of the benefits of the new technology. Travelex support staffers have taken a liking to managing their UTM-1 deployment with its included SmartLSM—Smart Large Scale Monitor—graphical display that indicates what's up and what's down in terms of the entire network environment. Agnew says this gives the team the ability to see which UTM-1s are connected and online at any given time.

## THE FUTURE OF TRAVELEX

Down the road, Agnew says the company plans to strengthen its security offerings with the Check Point Provider-1® security management solution, which simplifies complex security policy by segmenting it into manageable subpolicies for geographic, functional, or other groupings.

“We’ve always had to wait for a report from the retail staff as to what was and was not working,” Agnew says. “With this new system, we can gauge the overall health of our network relative to worms, viruses, Trojans, attacks, and all these other things that are popping up on us. It allows us to be more proactive. In our business, that’s always a good thing.”

### ABOUT TRAVELEX – WWW.TRAVELEX.COM

#### Global Business Payments

Travelex is the world’s largest non-bank provider of international payments, with trading floors on four continents, operations in 30 countries and relationships with over 4,000 financial institutions. More than 30,000 businesses trust Travelex to make their foreign exchange transactions and reduce the risks of trading overseas. Travelex handles the international payments to over one million beneficiaries annually.

#### Outsourcing

As one of the world’s leading providers of outsourced travel money to banks, travel agencies, and other retailers, it provides products including its prepaid currency card Cash Passport to over three million channel customers annually. Through its world-leading automation Travelex offers consumers a full range of delivery channel options including telephone and web-based ordering.

#### Retail

Travelex is the world’s largest retail foreign exchange specialist, with over 700 retail branches. The business principally operates bureaux de change in airports and tourist locations. The business sells banknotes and other foreign exchange and travel related products by providing services to individuals travelling for business and leisure purposes.

## CONTACT CHECK POINT

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