



2 MSPs in 2 countries, 300 installations in 3 months: A Trust X Alliance and Fortinet collaboration

End to End Networks, a Toronto-based MSP, won an RFP to complete a Wide Area Network (WAN) refresh for a new customer, one of Canada's largest distributors of plumbing and industrial supplies to the commercial construction market. The scope of the project included:

- Roll-out to 300 locations (warehouses and showrooms) across Canada
- Migration of internet services to a new telecom service provider at all locations
- Upgrade of the WAN infrastructure with advanced cybersecurity features: managed firewall featuring Unified Threat Management (UTM) with intrusion prevention (IPS), web filtering and application control
- Business continuance firewall cluster as well as a primary and secondary Internet connection—to ensure high availability and survivability in the event of any single point of failure
- Centralized project management

“We won the business in part because of the way we structured the pricing. The entire solution was delivered to the customer as an operating expense (OPEX), with no upfront capital investment required,” said Cathy Vankesteren, End to End senior vice president. “All of the hardware, software, licensing and professional services for design and implementation, as well as monitoring and NOC services, were rolled into a single monthly managed services fee based on a five-year term contract.”

A Trust X Alliance connection leads to a successful collaboration

In order to fulfill a project of this size and scale, End to End needed a partner with expert technical resources that could work with customer site contacts, the ISP dispatch team and third-party field technicians directly and completely independently during installations, turn-ups and testing.



“And the Fortinet team was instrumental in providing pre-sales support during the 6-month bid process—including a proof of concept (POC).”

Cathy Vankesteren Sr. Vice President, End to End Networks

“TXA Canada is End to End’s go-to for external project fulfillment requirements. However for this particular project, we needed to reach outside Canada to find the specific Fortinet expertise we needed,” explained Vankesteren. “We chose a fellow Trust X Alliance member, Kosh Solutions, an established MSP based in New Mexico and Colorado. The partnership was highly anticipated by our two organizations. Our president and CTO and the leadership team at Kosh Solutions have been in the same Mastermind Group for three years. During this time, these executives have become trusted peers and business advisors for one another. We knew Kosh Solutions was the ideal partner for this project, with their outstanding technical abilities, deep Fortinet expertise and CT/MT/PT time zone coverage.”

End to End and Kosh collaborated to develop the Method of Procedure (MOP) that would serve as the installation template for every location to ensure policy and configuration standards were maintained across the entire project. And, as a result of the collaboration, the overall timeline was reduced by more than 50% with the bulk of locations completed within three months.

Fortinet, the security platform of choice

End to End looked at several advanced security platforms for the project before choosing Fortinet, which was the overwhelming favorite. “Our client couldn’t tolerate any downtime, and we felt that for reliability, redundancy and application control, Fortinet was the best option,” said Vankesteren.

FortiGate Firewall provides site-to-site VPN, remote access and UTM, as well as future-proofing for SD-WAN, within a single firewall platform. FortiManager and FortiAnalyzer offer centralized dashboards and analytics that are critical to the ongoing policy management and risk management of broadly distributed networks like the one End to End and Kosh deployed together.

“There’s no such thing as ‘set it and forget it’ when it comes to WAN security and performance. Security enhancements and performance optimization is at the center of effective WAN operations and you can’t be successful without user-level and application-level data, as well as robust data analytics,” explained Vankesteren. “Fortinet’s cloud-based provisioning tool, FortiDeploy, helped simplify and organize the configuration and deployment for both the End to End and Kosh teams.”

“The FortiDeploy product really helped lower the touch time we needed to deploy the Fortigates,” explained Kosh co-founder and CTO, Josh Fristoe.



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Mastermind, Trust X Alliance and Fortinet—a powerful combination

“We rely on Trust X Alliance for just about everything,” said Vankesteren, a former Trust X Alliance council president. “Our company is in the midst of our SOC 2 Type 2 compliance, and the first thing we did when we embarked on this journey was to reach out to fellow TXA members for their input on resources and timelines and recommendations for auditors.”

“Kosh’s experiences with the Mastermind program have been particularly invaluable,” said Fristoe. “It’s a close knit group and you really build valuable relationships. The quarterly meetings are a great opportunity to bounce ideas off of colleagues who understand the challenges we’re facing—peers who are going through what we’re going through.

“Ingram Micro deserves a lot of credit for listening to the members and evolving Trust X Alliance to meet members’ changing needs,” adds Fristoe. “We’re a different business than we were four years ago, and the organization reflects the changes in the industry we’re experiencing.”

If you’re interested in learning more about Fortinet solutions, please reach out to Ingram Micro’s dedicated Fortinet team.

FortinetMD@IngramMicro.com

