

Case Study: Frontier Airlines

Frontier Airlines Keeps Network Security Tight While Experiencing Record Growth

Secure Computing® Secure Firewall (*Sidewinder*) Provides Consistency, Manageability, and Scalable Growth

Background

Frontier Airline's reputation for friendly and flexible service, as well as comfortable flights with more legroom and wider seats, and extras including Direct TV in every seat with 24 channels and first run movies, has contributed to record growth for the airline. Starting out with just two airplanes in 1994, Frontier's fleet now boasts 60 modern aircraft, and they are the second largest airline carrier out of Denver International Airport. The company employs approximately 6,000 individuals in 48 states and 10 international locations, managing an average of 350 daily system-wide departures and arrivals across the country.

"Secure Computing's industry reputation initially brought us to the Company when we were looking for a solution. They stand by their products, and their technical staff is incredibly knowledgeable—not just about the Secure product line, but also networking, competitors and security trends."

– Steve Greenberg
IT Security Manager
Frontier Airlines

Business Challenge

Frontier Airlines' success and record growth involves a lot more than just buying more airplanes and hiring more staff. Airline computer networks contain vast amounts of sensitive and private data, and the network depends on consistent and reliable performance to keep everything on schedule. A single network attack could put data at risk, and could also cause delays on the ground and in the air. Frontier Airlines had to make sure that their security infrastructure was capable of handling the company's rapidly growing demands.

To accommodate their growth, provide IT with easier management tools, and provide network users with more reliability, Frontier undertook a complete overhaul of their network architecture. Central to this overhaul was enhancing network security. The company needed an enterprise-class firewall that was capable of scaling with them to match their growth, and also capable of incorporating multiple security functions under a single Unified Threat Management (UTM) umbrella. Additionally, part of their

Customer: Frontier Airlines

Industry: Airline

Product: Secure Firewall (*Sidewinder*)

Business Need:

- The flexibility of a truly scalable firewall they could build upon as their flight traffic and customer numbers grew.
- To achieve better management over their network traffic and more complete internal knowledge of their firewalls.
- To combine multiple security functions under the same management umbrella for greater extensibility and future growth.
- To create an audit trail for regulatory compliance and easy-to-understand reporting.

Solution: Secure Computing's Secure Firewall (*Sidewinder*)

Results: The Secure Firewall solution gives Frontier Airlines:

- A Unified Threat Management solution that remains easy to manage as the enterprise grows
- Inbound and outbound protection against all known and unknown threats
- Visibility into the network, and greater control over network and application traffic

infrastructure overhaul involved relocating business-critical servers to an off-site facility—and while this presented several advantages, security again became a major concern. A firewall capable of securing both inbound and outbound traffic is of paramount importance in configurations like these.

Frontier had clearly come to a point where it had outgrown its previous firewall solution. Without a true enterprise-class firewall in place, the company was starting to see scalability problems, as well as vulnerabilities that were not being adequately addressed. With a growing number of points of entry, the lack of an enterprise security strategy was leaving the internal network open for attack.

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Why Frontier Airlines Selected Secure Computing

Frontier Airlines has worked hard to earn its reputation as a friendly and flexible airline, and it's important to them to do business with companies whose reputation is just as solid. Secure Computing's reputation and Secure Firewall's superior technology and security reputation have motivated top enterprises around the world to deploy its solutions. The only firewall to never have a CERT advisory, Secure Firewall (*Sidewinder*) also has never had to have an emergency security patch in its entire history. Not only does this mean the network is more secure, but staff time is freed up for other work instead of the typical patch-of-the-month type activities that other firewall products require.

Another deciding factor for Frontier was their rapid growth. This meant more flights, more customers, and more remote network locations. The security solution they ultimately selected would have to be scalable enough to grow and adapt to new network additions without requiring a major overhaul. "A growing network means more complexity in network security management," said Steve Greenberg, IT security manager at Frontier. "We had plenty of requirements for choosing a firewall, but at the top of the list was an excellent management program that would facilitate easy and efficient administration, have a single interface for all security functions, and provide tools for creating and enforcing policy." Secure Firewall's management GUI does all that and more, and with graceful elegance. Secure Firewall's full UTM functionality for example, allows tasks to be accomplished in half the number of screens as competing solutions.

The Results

As an enterprise-class, next-generation firewall that went above and beyond UTM, Secure Firewall brought Frontier Airlines the protection it needed from end-to-end, both against network types of attacks as well as the greatest growing threats now which are targeting specific applications. Moreover, Secure Firewall's flexibility makes it easy to integrate many other security features like reputation-based protections and filtering of encrypted applications at any time in the future, making this the perfect extensible platform for a growing company. Frontier's IT staff easily isolated the company's most sensitive internal network components, brought protection to the gateway, and unified the

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IT Security Manager
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entire enterprise under a single security infrastructure. Secure Firewall (*Sidewinder*) also gives Frontier greater insight into the network and more complete internal knowledge of their firewalls, and its ability to create forensic-quality audit trails delivers a valuable resource for reporting and regulatory compliance.

"Secure Computing's products have allowed us to standardize our firewall deployment and gain an enterprise-wide view of our security," noted Greenberg. "The Secure Firewall solution addressed the growth of our company with ease of management, superior enterprise-class firewall protection, and a unified approach to security."

Since the installation, administration can be done in one central location for Frontier's entire security network, simplifying workflow and increasing cost-efficiency. "It has been a great experience using Secure Firewall," said Greenberg. "The solution's strength and scalability lets us build up our system without having to purchase new, compatible appliances every time we upgrade. Secure Firewall grows as we do and we never worry that our system isn't secure." ■

Secure Computing Corporation

Corporate Headquarters
4810 Harwood Road
San Jose, CA 95124 USA
Tel: +1.800.379.4944
Tel: +1.408.979.6100

European Headquarters
No 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU UK
Tel: +44.(0).1344.312.600

Asia/Pacific Headquarters
Hong Kong
1604-5 MLC Tower
248 Queen's Road East
Wan Chai Hong Kong
Tel: +852.2598.9280

Japan Headquarters
Shinjuku Mitsui Bldg. 2, 7F
Nishi-Shinjuku 3-2-11
Shinjuku-ku, Tokyo, 160-0023
Japan
Tel: +81.3.5339.6310