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>THIS IS NORTEL™



#### > Coca-Cola İçecek

##### **Business Challenge**

When Turkey's largest soft drinks supplier needed to connect remote workers to its network without making itself a target for intruders, the company turned to Nortel to provide a secure, cost-effective solution.

#### **Success Story**

##### **Securing Remote Access**

Coca-Cola İçecek (CCI) is Turkey's largest non-alcoholic beverage production and distribution company. As Coca-Cola's local bottling partner, it is responsible for ten sales and distribution centres, five manufacturing facilities and a fleet of over 1,000 vehicles. CCI also works with 500 distributors and 250,000 sales points – representing a vast number of network users.

With such a widely dispersed organisation, communications technology is central to CCI's business processes. Any failure in the company's communications infrastructure constitutes a breakdown in these processes. And that has measurable costs in loss of business, as well as the incalculable costs that would come from harming the world-famous Coca-Cola brand.

*Coca-Cola İçecek*

Like any other business, CCI has to deal with the fact that the boundaries between networks are constantly changing. Today's enterprise has to open its network to a variety of business partners, suppliers and remote access personnel. Such changes play an essential part in ensuring business continuity, but they bring with them a whole new range of security issues – including an increased risk of network intrusion.

### **The right kind of boundaries**

In the mid-1990s CCI developed an automated sales and distribution system to streamline its supply chain. Founded on BASIS, Coca-Cola's Enterprise Resource Planning application, the system gave CCI immediate access to sales data – but in order for it to work effectively, all of CCI's sole-trader dealers had to be able to access the application regardless of their location. This meant enabling authorised users across Turkey to access the CCI company network remotely.

Initially, CCI enabled remote access via dedicated analogue lines. However, the low speed of analogue lines coupled with inadequate availability meant that the service failed to deliver the standard CCI needed.

The company realised that the only way to obtain the high speed and availability it needed was to offer dealers remote access via a broadband Internet connection – but this option posed a problem in terms of security. CCI needed a means of combining the benefits of a broadband Internet connection with the uncompromising security standards of dedicated access. The company asked Nortel to help find a solution.

### **The Nortel security solution**

Coca-Cola and its partners had been working with Nortel for many years. As a result, the two organisations enjoyed an excellent working relationship and CCI was keen to work with Nortel again on its latest project. “Because of the high quality of Nortel products and the fact that we are familiar with the company, Nortel has always been our first choice,” says İhsan Ercan, CCI Business Systems Group Manager.

Nortel provided CCI with the award-winning VPN Router 5000 (formerly Contivity Secure IP Services Gateway), a solution that delivers secure IP services on a single integrated platform. Winner of the IPSec VPN Network Computing Tester's Choice award in 2004, the VPN Router 5000 underwent rigorous evaluation to test its performance using both LAN-to-LAN and remote-access VPN tunnels – and was found to offer the best client security available.

Using an IPSec-based VPN, CCI now benefits from a fully managed IP network that provides remote support for up to 5,000 concurrent IPSec tunnels. The solution also allows CCI to protect its network with state-of-the-art firewall, encryption, authentication and data integrity technology – without having to pay for several different devices. As İhsan Ercan points out, “We've been able to reap maximum benefits from the solution by using several features simultaneously.”

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What's more, the VPN Router 5000's security features ensure that CCI offices, dealers and mobile users benefit from the same high level of security. "We use the VPN Router 5000's firewall features to prevent any attacks from outside connections," explains İhsan Ercan. "The false package control application is used to ensure that specified events trigger alarms. Furthermore, Internet accesses such as email and Web are also routed to a central firewall. This enables a more effective access control, anti-virus protection and content filtering. Thanks to the data encryption in Internet VPN connections, we are now capable of solving threats such as remote viewing and modification of data from the Internet service provider backbone."

And of course, the solution has helped CCI solve its difficulties with regard to connecting individual dealers to the network. "The VPN Router 5000 provides us with the flexibility of connecting any point to the centre via any service provider, with exactly the same level of reliability," says İhsan Ercan.

In terms of protecting the network from intruders, the VPN Router 5000 offers extensive Denial of Service (DoS) protection – which means that access from the public interface is only permitted via a secure tunnel. Additionally, the solution doesn't include any 'back doors' – which means that unwanted visitors can't sneak into the CCI network. "The firewall feature enables us to prevent any possible external attacks," İhsan Ercan adds. "We also use firewall features in order to prevent flows of certain traffic types that can cause infection over VPN WAN between our centres."

### **Effortless security**

Even better, because the VPN Router 5000 can be installed without disruption to the existing business network, CCI was able to integrate it seamlessly with its existing BASIS infrastructure. All of this was achieved rapidly and cost effectively.

Nortel was able to help CCI deploy the project within three months, leaving the company with more than enough time to reach its performance goals. And İhsan Ercan is delighted with the results. "Almost all of our business systems have a central structure," he explains. "Now users can access these systems via Internet VPN infrastructure between the centre and regions or through their personal computers over the Internet by using thin-client terminal services."

### **Solution benefit**

Since implementing Nortel's solution, CCI has enjoyed great success with its BASIS system. İhsan Ercan continues: "150 dealers are currently using BASIS, which represents 75% of dealers' sales. By adding direct sales, CCI is able to control 84% of total sales." What's more, the Nortel solution allows CCI to do this in a secure environment. This added security means that CCI can make a larger quantity of data available to a wider range of people. Another advantage is the fact that CCI can now have details of all the customers and outlets in each distribution territory.

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## **Solution at a glance**

### **VPN Router 5000**

- Best-in-class Virtual Private Networking (VPN)
- Cost-effective means of extending IP-based remote access for up to 5,000 tunnels
- IP access router, dedicated VPN device and firewall in a single unit
- Standards-based tunnelling, guaranteeing interoperability with a wide range of multi-vendor software and hardware
- Full hardware redundancy for high reliability
- Centralised management via a secure, encrypted Internet tunnel.

The new secure remote access system has been so successful that CCI is ready to connect even more dealers to it. "Next year, we intend to use the Tunnel Guard feature to control mobile user access to the central system by checking whether their computers have anti-virus protection and operating system updates," says İhsan Ercan.

The company also plans to expand its eLearning environment to enable dealers to receive training over the Internet – and with Nortel on hand to help, CCI is confident that it will have no problem expanding its network further in the future.

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