

Case Study

Securing the UK's largest digital automotive marketplace on its journey to the cloud.

The client

The UK's largest digital automotive marketplace for purchasing and selling new and used cars has partnered with Natilik since 2019.

Headquartered in Manchester, with additional offices located in London, High Wycombe and Dublin, the client has over 1,100 employees supporting the day-to-day operations of the business.

1977

Established

1100+

employees

63.8m+

platform visits each month

The challenge

The client is on a digital transformation journey. As part of this process, it has adopted a cloud-first approach and has subsequently taken the decision to move central services out of its private data centres to the public cloud. To facilitate this, the team needed a cloud-based security environment, built on SASE architecture that would ensure secure connections to their branches, applications and users.

As part of this project, the team wanted to improve its business resiliency by reducing the reliance on its legacy, on-premise firewalls for client VPN access by migrating this service onto the SASE solution.

As well as looking for their new solution to be cloud-based, the team was looking for more control over their infrastructure as well as better visibility of, and an improvement to, the experience for their end users by incorporating digital experience management.

With the closure of most of their data centres fast approaching, the team needed a partner to work with to meet the tight timescales of the project whilst minimising any downtime to service.



Journey to cloud

The client is on a digital transformation journey and needed to meet tight timescales to migrate its security environment to the public cloud ahead of the closure of many of its data centres.



Visibility

The team struggled to have visibility across their security infrastructure making it difficult for them to identify and diagnose user problems when they arise and impacting the end-user experience.



Business resiliency

The client wanted a solution that would reduce the reliance they had on legacy, on-premise technology and provide it with future resiliency for their business.

The solution

As a Palo Alto Networks platinum innovator partner, The client knew that Natilik was best suited to help them on their secure journey to the cloud.

After reviewing the requirements and taking the time to understand the key technical and business drivers behind the project, Natilik designed a Palo Alto Networks SASE solution that would be rolled out in two phases. The first phase of the project saw the move of the security layer and applications to the cloud with the rollout of Palo Alto Networks Prisma Access, Autonomous Digital Experience Management (ADEM), and remote VPN access. It also included the refresh of the legacy 3220 on-premise firewalls. The second phase of the project saw the deployment of SD-WAN across the client's branches to create a full cloud-based SASE architecture.

As one of only eight Palo Alto Networks ASC partners in the UK, Natilik has the in-house skills and accredited engineers to support clients with Palo Alto Networks firewalls, providing enhanced support experiences and faster time to resolution. This technical expertise meant the Natilik team was able to take over the management and support of the client's firewalls, allowing their team to focus on the wider project with the knowledge that the infrastructure was protected.





Project steps



01. Discover

Through a series of meetings and fact finding, the Natilik team gained an in-depth understanding of the technical and business drivers and project requirements.



02. Design

Natilik designed a cloud solution based on Palo Alto Networks SASE architecture made up of Prisma Access, ADEM, remote VPN and SD-WAN. The team also refreshed the legacy on-premise firewalls to meet the client's desired outcomes.



03. Transition

A dedicated team of project engineers and project managers ensured the seamless deployment of the solution, against tight schedules and continuous success criteria review.



04. Manage

The solution is fully managed by a team of Natilik's highly accredited security experts, ensuring fast time to resolution and an enhanced customer experience.

The outcome

The client is now one step further on its journey to the cloud. With the help of the Natilik team, they were able to effortlessly transition over to their new environment without any disruptions or issues with service, all while keeping their environment and users secure.

The move to cloud technology including the transition to cloud-based remote VPN access has greatly improved the business resiliency of the business and has created a future-proofed and secure solution. The addition of ADEM provides the team with the visibility they wanted to help quickly identify and remediate any issues, enhancing the experience of their users.

With Natilik supporting the ongoing monitoring and support of their firewalls, the team has more time to focus on the wider project, confident in the knowledge that any threats will be identified and remediated quickly.

The client has since built a long-term relationship with Natilik, based on mutual trust and understanding, making it easier to collaborate on complex projects and receive personalised services. Having Natilik as an extension of the team, ensures they are getting the most from their technology investments by receiving regular and proactive notice of product updates as well as road mapping sessions for future technology enhancements.



Three project outcomes



User experience

The client now has full visibility across its entire solution enabling the team to be able to quickly and easily identify and remediate any user issues before they heavily impact the experience for its users.



Business resilience

By transitioning to a cloud-based security solution the client has enhanced its business resilience against potential disruptions by having a scalable, future-proofed and centralised solution.



Seamless transition

The team didn't experience any downtime or disruptions to their service during the migration to the cloud or the transition to the new service and can now enjoy a proactive management experience from the Natilik team.

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