

Customer Spotlight



Wittwer GmbH

Clavister Secures Germany's Number One Online Bookstore

Clavister SSP™ Security Services Platform

firewall • VPN termination • intrusion prevention • anti-virus
anti-spam • content filtering • traffic shaping • authentication

CLAVISTER®

Protecting Values

Wittwer GmbH Secures Online Bookstores with Clavister

Wittwer GmbH is a cross-regional company with affiliates throughout the region of Baden Württemberg. Until now, the bookstore has used cost-intensive lease lines which could be replaced with modern Internet Technology. Thanks to the Clavister solution, Wittwer GmbH could replace the fixed lease lines with a low-cost, yet highly efficient and secure Virtual Private Network (VPN), to handle all data traffic with their affiliates.

EDV-Partner GmbH, a German Clavister integrator situated in Leonberg, took the opportunity to use Clavister's service-oriented approach and flexible licensing model to further decrease costs by delivering the new IT infrastructure as a service with a long-term service-level agreement.

Wittwer GmbH is a major bookstore chain in the region of Baden Württemberg which offers the customers a wide spectra of up-to-date books directly related to current customer demands. Wittwer GmbH has a long-term business relationship with all the important science publishers and can thereby guarantee, via the import department, books from around the world.

Since the founding of Wittwer GmbH, the company has been active at railway stations' bookstores. The Deutsche Bahn stations from Heilbronn to Ravensburg offer books and newspapers. There is also an affiliate in Chemnitz and, since 2000, a bookstore at Dresdner main train station. In addition, travelers are offered a great selection of books and newspapers at the Stuttgart Airport via Wittwer's distribution channels.

Challenge: VPN Instead of Lease Lines

The goal for Wittwer GmbH was to connect the central headquarters in Stuttgart with its eight affiliates and the main warehouse, and replace expensive lease lines with modern Internet Technology. The sensible way of doing this from a security point of view is to encrypt the traffic via VPN, where all the affiliates would be set up with a Clavister Security Gateway.

Evaluation and Decision

EDV-Partner GmbH proposed a clustered solution based on Clavister Security Gateway SG3110 for the headquarters and eight Clavister remote office appliances for the affiliated bookstores. Wittwer GmbH saw this solution as both cost effective and meeting all their requirements, both in terms of flexibility and security. The fact that this solution allowed Wittwer GmbH to grow as they need using the Clavister xPansion™ lines licensing model just made the deal even more compelling. This was one of Germany's first Clavister solutions used in the retail segment. To summarize; Clavister technology was convincing and compelling.

Implementation and Product Introduction

EDV-Partner installed the high performing Clavister SG3110 at the central warehouse. This model can perform up to 500



simultaneous VPN connections. In terms of firewalling, the maximal plaintext performance is 200 Mbps and 70 Mbps encrypted. This performance is sufficient for the IPSec-based connection to the eight affiliates and the warehouse. The Clavister remote office appliances were deployed in the local bookshops, the two university bookstores outside of Ludwigsburg and Sindelfingen, and in the Vaihinger warehouse. The Clavister remote office appliances guarantee up to 25 concurrent VPN connections at a maximal throughput of 7 Mbps for the AES key exchange, remote office appliances provides a secure and encrypted connection between all the local stores and the main office. Thanks to this solution, the headquarters of Wittwer GmbH receives all cashier data, book order information and other bookings from all the affiliates through the cost effective VPN connections.

The solution of Clavister Technology

The installation of the Clavister appliances at the ten locations took about 60 hours to complete for EDV-Partner. The cost of the entire project was approximately 35 000 EUR split the following way; 70% hardware, 10% software maintenance and 20% for provided services. The biggest challenge was to keep the ongoing business intact during the implementation phase, which was mastered perfectly.

"It is a requirement today to expand and increase local activities within Internet shops where the service of delivery of all books and other media can be accessible around the clock."

Dr. Konrad M. Wittwer – CEO – Wittwer GmbH

Some unexpected difficulties did however occur; the order data was more complex than expected, which in the initial phase caused the Clavister Security Gateway to block data packets. With more specific documentation of data traffic, EDV-Partner GmbH could devise new exact rules which allow the VPN data traffic through. Since then all the communication between the Linux-based cashier terminals and the servers at the headquarters worked smoothly. The same had to be done for the open source business system of the PC clients. The Clavister Security Gateways worked impeccably in all locations.

The DSL line offered by Telefonica was limited and did not meet the bookstores desired integration of VoIP functionality. The Clavister Security Gateway was, on contrary, compatible with handling voice packets, but the DSL line severely limited the performance.

"The IP-based voice communication worked wonderfully the first six weeks but past that some of the conversations were interrupted completely", said Andreas Scholz, project manager of EDV-Partner GmbH.

The reason for this problem was that the promised 40 milliseconds packet flow time was not achieved. It was more ten times that which resulted in interrupted phone calls. The VoIP packets were transmitted over a Siemens-Hipath-TK at one of the subsidiaries. Therefore, all the phone calls would be local fees and the interstate connections were connected over the VPN connection.

EDV-Partner GmbH assisted Wittwer GmbH with the above subsidiary to connect to the server central on Rümelingstrasse, the warehouse in Vaihingen and the main store at Schlossplatz, via a standard fixed-line carried and connected by City Carriers. As the VoIP traffic predominantly will be used across local providers, the conversation and distinguished services will be provided at local tariffs.

Due to the fact that the data packets, i.e. the book orders from the affiliates, the normal Internet traffic (email, Web),



and the cashier data, all uses the VPN connection, as well as the VoIP data, the Clavister Security Gateway's dynamic traffic shaping feature could still guarantee the transportation prioritization of the VoIP data in the VPN tunnel. Should there be an interruption with City Carrier's Internet line, the affiliates would have the Deutsche Telekom line (64-128 Kbit/s) as emergency backup for the cashier data transfer, as well as for communication with the terminal. The Route Failover feature automatically triggers the change of route when there is an ISP failure.

Situation and Future

The data transmitting setup at the central warehouse worked so well that EDV-Partner GmbH has begun to implement and integrate 25 smaller affiliates that are located across the region of Baden-Württemberg, which will also be accessible via VPN connections.

About EDV-Partner GmbH

Since 1983, the independent system house has worked as a competent and specialized service provider for companies in the region of Stuttgart.

EDV-Partner offers the following services:

- Planning and realization of IT projects
- Selection and purchase of hardware and software
- Outsourcing of IT services
- Planning and implementation of networks
- Security solutions for networks

Conclusion

Before the implementation of the Clavister solution, the headquarters and the 8 affiliates were dependent on expen-

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sive lease lines. After the implementation it was possible to achieve a price efficient and secured data transfer via VPN.

"The Clavister SG3110 cluster and the eight Clavister remote office appliances are efficiently controlled via a central management system. Our bookstores are independent from Internet lease line providers and we can profit from reductions of costs via the interrupted direct link to every location. We are thankful to EDV-Partner for the immense support and proposal of the Clavister technology that has confirmed the success," said Dr. Konrad M Wittwer, CEO Wittwer GmbH.

ABOUT WITTWER GMBH

Wittwer was founded in 1867. With its headquarters at the prominent address of Stuttgart "Schloss Platz" and a large number of affiliates, Wittwer is one of the biggest book stores in the region of Baden Württemberg. The present management of Wittwer is with the fifth generation of the Wittwer Family.

The constant focus on the needs of the customer and the team-oriented management and organization structure, together with the modern and up to date working equipment, merge tradition with the future for a company that is here to stay.

"It is a requirement today to expand and increase local activities within Internet shops where the service of delivery of all books and other media can be accessible around the clock," said the CEO Dr. Konrad M. Wittwer.

www.wittwer.de

About Clavister

Clavister - a Swedish privately owned company developing IT security products, including its award-winning Clavister Security Services Platform (SSP™). This service-oriented framework enables organizations to monitor network traffic, protecting critical business assets and blocking undesirable surfing. It will also protect you against intrusion, viruses, worms, Trojans, and overload attacks. It requires minimal servicing, with central administration, and has exceptionally flexible configuration possibilities. Its seamless scalability makes it easy to provision the perfect solution for any customer; be it small organizations, large Internet Service Providers, Managed Security Service Providers, or multimedia-ready telecom operators.

Clavister was founded 1997 in Sweden, with R&D and headquarters based in Örnköldsvik and Sales and Marketing based in Stockholm. Its solutions are marketed and sold through International sales offices, distributors, and resellers throughout EMEA and Asia. Clavister also offers its technology to OEM manufacturers.

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