

“Since the Juniper Networks devices enabling virtual private networking have been installed at our franchise stores, FamilyMart has seen a significant return on its investment.”

SangShin Park
FamilyMart
Director of Security

FamilyMart Improves Distribution and Sales Efficiency with a Juniper Networks VPN

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Customer:

FamilyMart, Korea's largest convenience store chain

Industry:

Retail

Challenge:

Improve security in conjunction with shift from ISDN to ADSL

Solution:

Juniper Networks NetScreen IPSec VPN solution

Benefits:

- Secured data and transactions
- Reduced leased-line costs
- Accelerated ordering, reporting and communication processes
- Increased cost savings

FamilyMart, a company that operates 24-hour convenience stores, is one of the largest franchised retailers in Korea. Since the establishment of the chain in 1998, they have rapidly grown to establish over 1,500 franchise shops nationwide.

In the course of FamilyMart's rapid growth, the company network was based on leased ISDN lines to facilitate communication between its many sites. However, as the number of stores grew, so too did the service fees and management associated with their leased lines. The increasing business also resulted in more application requirements, which had a direct impact on network performance. Overall, the legacy technology quickly became too costly, lacked the performance required for FamilyMart's growing business and challenged the overall management of the network. The resulting productivity loss caused senior management to take action

and upgrade the network to more cost-effective technology that provides ample bandwidth, performance and ease of deployment and management.

The Solution

Part of the success of FamilyMart's growth strategy relies on migrating to a high-speed, secure network infrastructure. Since November 2001, FamilyMart has been gradually rolling out an information technology support project, moving its network environment from ISDN to ADSL technology. The company also improved security and strengthened communications by creating a virtual private network (VPN) for its franchise shops nationwide.

“Our main reason for deploying a VPN was to save ISDN line costs, which can rapidly mount when you have thousands of stores,” said SangShin Park, director of security at FamilyMart.

Before deploying a single device, FamilyMart evaluated and performed VPN performance tests for several solutions. Based on the results, FamilyMart selected Juniper Networks, Inc. security products to provide both firewall security and VPN connectivity for all of its franchise stores and corporate warehouses. The ability to deploy Juniper Networks security products without significant engineering resources was also key to FamilyMart's final selection.

FamilyMart has successfully deployed Juniper Networks NetScreen-5XP appliances in its more than 1,500 franchise stores to facilitate real-time order processing and examination and calculation of critical sales data. The NetScreen-5XP appliances connect each franchise to paired Juniper Networks NetScreen-100 appliances deployed in High Availability (HA) mode at the FamilyMart headquarters.

The Benefits

According to Sangshin Park, "Since the Juniper Networks devices enabling virtual private networking have been installed at our franchise stores, FamilyMart has seen a significant return on its investment with improved productivity and a dramatic reduction in service costs. Additionally, VPN technology from Juniper Networks easily enables more active communication between headquarters and our franchise shops."

With improved communication and security between its stores and corporate headquarters, FamilyMart can use intensive market research and sales-trend data to develop advanced distribution and data exchange techniques, help its franchise shops become more profitable, and improve operational efficiency company wide.



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