PROJECT SPOTLIGHT

COBORN'S INC.

Q: Tell us about Coborn's relationship with High Point Networks.

A: Coborn's is an HPN customer for Palo Alto, Aruba, and Mitel products.

Q: Describe the project you implemented with High Point Networks.

A: Replaced existing ASA/Firepower firewalls in 2 datacenters with Palo Alto HA pairs. We needed to migrate hundreds of NAT rules and access policies as well as numerous site to site VPN connections with multiple business partners. This also included other services such as URL filtering, reporting and BGP routing. We also had to keep any downtime minimal.

INTERVIEWEE: Dustin Bristlin
TITLE: Systems/Network Engineer
PROJECT: Palo Alto Implementation
COMPANY LOCATION: St. Cloud, MN

Q: What challenge(s) did the solution you implemented solve?

A: Central management of datacenter firewalls using Panorama. URL filtering is integrated right into the access policies, instead of being another rule set with Firepower. We added Active Directory integration to allow specific rules and reporting based on groups and users. More available features with a "next-gen" style firewall while still being able to maintain typical access list-based firewall rules.

Q: How did having a project manager specifically assigned to your company help streamline your project?

A: Tiffany was our project manager for this. She was able to align all resources in a timely fashion. Gave accurate and informed updates from the multiple engineers that helped worked on this project with us. If we had any questions, or concerns, or had to make a change to the project she was always available to help and get everybody on track.

Q: What is an example of how High Point Networks went "the extra mile" to serve you during this project?

A: During the cutover of our primary datacenter we encountered a bug in the Palo Alto code that was production affecting and a complete showstopper. We opened a support case right away that night to get a support engineer working on it. We found a short-term workaround, using a different version of code. To help avoid additional and unnecessary downtime, Our HPN engineer was able to replicate the exact same issue using his lab and non-production equipment. This allowed us to continue with the migration and complete on time, as planned. After the migration, the HPN team worked directly with us and Palo Alto to get

the bug documented, and escalated, and ultimately resolved. Months after the project was completed.

Q: What have been the greatest benefits of working with HPN as your trusted IT partner?

A: Our HPN account team has been incredible to work with. Jessica is always available to help with questions, concerns and requests that seem to come up out of nowhere. Renewals have been a breeze to work through. Working through the various vendors when it comes to budgeting and projects are always timely and accurate with HPN helping us out.

"I'm glad to call High Point Networks a partner and not just another value added reseller."