



Fluor Corporation

Fluor Finds Flexibility and Security with MaaS360



FLUOR

Few companies push the boundaries of “anywhere, anytime” computing more than Fluor Corporation. From oil drilling platforms off the coast of China, to mines in Western Australia, to oil and natural gas processing plants in Mexico, to logistical support offices in Afghanistan, Fluor needs to provide its engineers, managers, consultants and salespeople with consistent data security and reliable network connectivity.

And in order to support thousands of remote employees moving from project to project across six continents, the Fluor IT staff have had to become experts in controlling the costs of managing computer assets in all types of environments. To meet these demanding requirements and provide a world-class “anytime, anywhere” computing environment, Fluor uses Fiberlink’s MaaS360 Platform and VPN Managed Services.

Fluor Corporation is one of the world’s leading engineering, procurement, construction, maintenance (EPCM), and project management companies. It addresses complex project issues for industries including chemicals and petrochemicals, government services, life sciences, manufacturing, mining, oil and gas, power, renewable energy, telecommunications, and transportation infrastructure.

With more than \$22 billion in revenue in 2008 and offices in 25 countries, Fluor currently ranks 114 on the Fortune 500 list. Not only was Fluor listed as #1 in the “Engineering, Construction” category by Fortunemagazine, it was also the only engineering and construction company on Ethisphere Magazine’s 2008 World’s Most Ethical Companies list. Also, Fluor has been named one of the 100 Best Corporate Citizens by the Corporate Responsibility Officers Association (CRO).



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The Challenge

Of Fluor’s 42,000 employees, approximately 13,000 work outside of main company offices. These employees require secure, reliable connectivity from some of the most remote locations in the world. Reliability and consistency are critical, because even occasional failures to reach corporate resources could have a serious impact on the productivity and effectiveness of engineers, consultants and salespeople at customer locations.

Fluor’s IT staff had several specific goals for improving support of mobile employees. Security was a major concern, because the organization wanted to prevent malware infections coming from laptops and PCs and ensure they were patched with current virus signature files. IT and networking managers wanted to promote the use of SSL VPN connections to simplify the management of virtual private networking. And of course, as an organization facing multiplying challenges with limited human resources, Fluor wanted to simplify the management of mobile and remote assets in order to control costs.

MaaS360 and Managed VPN Services

After evaluating technologies and services from a number of vendors, including several major telecom companies, Fluor decided to implement Fiberlink’s MaaS360 Platform and managed VPN services.

Fluor uses Fiberlink’s MaaS360 Platform to protect its networks from malware infections. Fiberlink’s software monitors the status of security software applications on mobile and remote computers, for example checking that each system has an active personal firewall, an anti-virus signature file that is no more than 7 days old, and a required set of operating system patches. Computers that do not comply with these policies are blocked from connecting to key resources. This combination of posture host checking and network access control (NAC) ensures that only systems with a full set of security defenses are able to access Fluor’s sensitive resources and networks.

The MaaS360 Platform has also helped Fluor manage its far-flung operations more efficiently. As one manager stated: “One of the things we are pretty happy about is to see and touch assets that never connected to the network.”

For example, many Fluor employees had downloaded and installed Microsoft Windows XP Service Pack 3. Unfortunately SP3 was incompatible with Fluor’s VPN software. Under normal circumstances it would have been extremely difficult to even estimate how many laptops and PCs were running this service pack, much less identify the specific systems. But with the MaaS360 Platform the IT staff was able to pinpoint the roughly 2,000 system affected and address the problem with a fraction of the time and effort that would otherwise have been required.

Fluor has also seen major productivity and cost benefits from Fiberlink’s Managed VPN Service. Fiberlink manages a series of Juniper Networks VPN servers for Fluor, and assists in configuring and distributing VPN clients to employees and offices across the world. These services have helped Fluor dramatically expand the use of SSL VPN technology, which provides for secure communications over the Internet from remote locations with much lower support requirements than traditional IPSec VPN technology. For example, the company no longer needs to burn CDs with a VPN client and pouch them to sites around the world.

Fluor’s networking staff has been particularly pleased with Fiberlink’s ability to create alternative VPN “profiles” that provide employees with different levels of access based on their situation. For example, employees connecting from home PCs and other untrusted systems are given access to a limited set of Fluor’s information systems, while employees using company owned and managed systems can connect to a full set of resources.

The Results

Fluor has been very satisfied with the ability of Fiberlink’s services to improve security, provide reliable VPN connectivity, and simplify the management of laptops and PCs in remote locations.

The company has implemented effective network access control with far less cost and effort than alternative NAC solutions would have required, and is looking forward to using much more of the reporting and metrics provided by the MaaS360 Platform.

Employees have communicated that the new SSL VPN infrastructure is much more stable and reliable than the previous solution. And Fluor’s IT and networking teams have found that Fiberlink’s services have significantly reduced the effort needed to support mobile employees. For example, the third party service vendor who has been supporting Fluor’s remote access systems has been able to significantly reduce their staff, which will result in even more savings for Fluor when the service contract is renewed.

Finally, Fluor has been very pleased with expertise, flexibility and responsiveness of Fiberlink’s support staff. As one manager put it, when issues arise “Fiberlink is on it, they respond, and they are willing to be there when we need it.”

For More Information

To learn more about our technology and services visit www.maas360.com.
1787 Sentry Parkway West, Building 18, Suite 200 | Blue Bell, PA 19422
Phone 215.664.1600 | Fax 215.664.1601 | sales@fiberlink.com