COMMUNICATION IS KEY TO COPING WITH DISASTERS. ONLY THOSE **WHO ARE NETWORKED CAN HELP GLOBALLY.**

IFRC The Organization

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian organization, providing assistance without discrimination as to nationality, race, religious beliefs, class or political opinions. The Federation's work focuses on four core areas: promoting humanitarian values, disaster response, disaster preparedness, and health and community care.

> We work under a range of difficult circumstances which may be of a financial, personnel or environmental nature. This means that we must be able to rely on communication. And we can.

Hugh Peterken, Head of Information Systems Department (2004–2010), IFRC

THE CHALLENGE

- Difficult conditions in adverse physical environments in which there is a lack of technical experts
- Communication systems must meet requirements of today's applications and processes
- Continuous monitoring and rapidresponse around the clock in acost-efficient way

THE SOLUTION

- Open Systems Managed SASE with MPLS and internet
- Mission Control NOC to guarantee 24x7 support
- Centralized infrastructure withsecurity and accessibility from around the world
- High availability setup

THE RESULT

- Success in meeting operational and security requirements
- Effective communication cost management
- Quality in accessibility and user experience

THE CHALLENGE

The IFRC operates under difficult conditions. The nature of its work frequently involves adverse physical environments. There are often challenges in securing the necessary technical experts. And yet the IFRC communications systems have to meet the requirements of today's applications and processes.

Working under such circumstances means that IFRC's employees rely heavily on the security and accessibility of the global communication infrastructure. Systems failures mean more than merely lost revenues; they are often life and death situations for the affected populations.

To meet the requirements of IFRC, the systems are constantly tested and modernized. It also means that the infrastructure must be continually monitored and that rapid response is possible round the clock. This is precisely what Open Systems offers.

THE SOLUTION

Optimum Cooperation

"We must introduce new technologies so that we can offer systems that are cost efficient, but at the same time that also take our special requirements into consideration in the particular areas where we are active," said Hugh Peterken, Head of Information Systems Department at IFRC when referring to Open Systems services. IFRC's IT team has placed its trust in experts at Mission Control, who guarantee the necessary reactions and support around the clock throughout the year. A centralized infrastructure in Geneva allows the IFRC to deliver services securely to its international centers, whenever necessary. Team members worldwide are informed in real time about relevant events with regard to the security and accessibility of the entire infrastructure.

Security Through Diverse Connections

Each of the regional locations is linked to the network via two connections, namely local internet access and an MPLS connection. Open Systems Security Gateways guarantee permanent protection of the locations and direct the traffic to the appropriate link. Voice over IP and traffic to IFRC's Geneva data center is routed directly via the MPLS connection. Internet browsing and access to non-IFRC applications is all directed over the local internet connection. If the MPLS connection fails, the Security Gateways seamlessly redirect the data traffic to the internet.

THE RESULT

Meeting operational and security requirements

In collaboration with Open Systems, IFRC succeeds in meeting the operational and security requirements with limited personnel and constrained financial resources.

Cost Management with Quality

The cooperation with Open Systems permits IFRC to manage communications costs and, at the same time, guarantees that the quality and accessibility requirements of the communication network are fulfilled.

According to Peterken, amongst other things, the system brings three major advantages to IFRC: "Our IT specialists can concentrate on fulfilling employees' requirements and do not have to grapple with highly complex security and connection problems. In addition, the equipment in the seven centers is standardized, which reduces costs and effort. And what is probably the most important: In the end, we are in a position to offer our employees and volunteers the services they really need."

Open Systems Managed SASE combines SD-WAN, Firewall, SWG, CASB, and ZTNA into a framework that supports secure connectivity across cloud and hybrid environments and locations. Open Systems Managed SASE provides a comprehensive SASE solution through an easy-to-use customer portal, underpinned with a unified data platform to drive future innovation, all delivered as a 24x7 managed service.

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