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SWISS APPLIANCE INNOVATOR TURNS TO OPEN SYSTEMS FOR 24X7 OPERATIONS

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About Franke

As a manufacturer and supplier of smart systems and appliances for residential kitchens, professional food services, and coffee preparation Franke was founded on innovative engineering, unique design, and outstanding Swiss quality. That same emphasis on quality extends to the company's approach to its security decisions. Started over 100 years ago in Switzerland, Franke is world-renowned, with more than 60 subsidiaries in about 40 countries.

"I can say I sleep better at night. Today, we have a more professional service, with 24x7 support and we have faster decision-making thanks to Open Systems.

Victor Andreu, Chief Information Security Officer, Franke

THE CHALLENGE

- Needed a service to protect Franke's assets and reputation
- At the same time, enable the business and remain agile

THE SOLUTION

- Enhanced detection capabilities with Threat Protection and Network Detection and Response, along with Application Visibility
- 24x7 operations and security monitoring by level-3 engineers in Mission Control

THE RESULT

- Improves visibility, security and response time
- Working with a partner, not just a vendor
- Retains data and logs in Franke's environment

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REMAINING AGILE AND SUPPORTING THE BUSINESS

Protecting an innovative company and its data and assets was the goal of Victor Andreu, chief information security officer for Franke, a smart systems supplier for residential kitchens and professional food services.

Franke's coffee systems are well known in retail and workplace locations, with the company providing digital services for real-time data that delivers operational and commercial transparency. These connected systems can share data across multiple sites and regions, giving customers control, with all the data in one central place. And wherever data exists, there are potential threats.

"My strategic objective is to safeguard Franke assets and reputation by remaining agile and supporting the business," says Andreu.

SPIRIT OF PARTNERSHIP AND COLLABORATION

Franke relies on Open Systems for their secure access service edge (SASE) to protect the network.

"We wanted a vendor who could adapt to our needs, operate on a 24x7 basis, and keep our logs and our data in our Franke environment, and Open Systems provided everything we were looking for," Andreu recalls.

"I can say I sleep better at night," he says. "Today, we have a more professional service, with 24x7 support and we have faster decision-making thanks to Open Systems."

For Andreu, it was important to find a vendor that could not only solve their problems, but take a collaborative approach, as well.

He experienced this with the Open Systems team, and he valued the open discussions that occurred between the two companies and praised the "learning mindset" that everyone demonstrated throughout the process. "We both want to improve and make the service better," says Andreu. "There's a spirit of partnership and collaboration that we highly appreciate."

As Andreu sums up his experience: "If you want to work with a partner, instead of just a vendor, and if you want really to build collaboration, a fast MDR service, you can't go wrong by working with Open Systems. I would strongly recommend them."

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