



The name Schenker has stood for efficient commodity transportation organisation and processing for over 135 years. With a turnover of 13.2 billion euros, 55,000 employees and 1,500 branch offices the company which was founded in 1872 in Vienna, has grown to become one of the world's leading integrated logistics service companies. Today, Schenker provides one-stop land-based transport services, air and sea freight as well as comprehensive logistics solutions and a global supply chain management. The company is a member of DB Logistics, the transport and logistics group under the Deutsche Bahn AG. Schenker is represented on the German market by Schenker Deutschland AG. The German subsidiary is headquartered in Frankfurt am Main and is one of the major suppliers for integrated logistics services in Germany.

**First class logistics needs first class security**

Schenker has consciously positioned itself as a supplier for its customers that offers first class service across all areas, so maximising the security and availability of the German subsidiaries within the Schenker International Global Network (SIGN) is a priority. With support from Alexander Tsoikas, Corporate Security Officer at Schenker AG, an internal project team began compiling the specifications for the security architecture in late 2004. The main objective was to standardise the transition between SIGN and the branch offices and to implement more stringent controls in order to rule out data or process manipulations from the outset and to guarantee smooth business communication processes. At the same time the new solution also had to be suitable for smaller branches with less IT expertise and only require minimum intervention by local administrators.

The project also involved the complete assessment of business considerations for routine operations. Schenker wanted to realise increases in configuration security as well as low administrative costs by centralising the management processes.

The considerable differences in size between the branches also placed high demands on the hardware scalability. A centralised monitoring system was required for ongoing reports to the Security Office at Schenker so that noticeable problems can be identified as early on as possible.

A further consideration was the very limited time span available in which to complete the rollout because the logistics service provider works around the clock. The final specifications covered more than 60 items and it was immediately apparent that the only alternative for Schenker was a true first class security solution.

**phion's efficiency is convincing**

"The decision-making phase involved an almost complete evaluation of all major manufacturers and their products", recalls Alexander Tsoikas. "The majority fell through the raster grid at the outset because they just weren't suitable for Schenker's distributed corporate structure." The specifications in the 60-item catalogue were only met by three products, including the phion netfence series. Intensive testing followed for the various security solutions on different platforms. The winner: phion. The decisive factor here was not just the test results, but also proof provided by a real-life project - the world's largest firewall cluster with centralised management at the Allgemeines Rechenzentrum (ARZ) in Innsbruck, Austria. phion implemented this solution early on in its corporate history and had already proven the extraordinary performance of its management approach at the ARZ. 650 firewalls were managed effectively here with a minimum of personnel - the record remains unchallenged to this date.

**Company Facts**

- **Sector**  
Transports and logistics
- **Revenues**  
€ 13.232 billion
- **Number of employees**  
54,905
- **Certifications**  
DIN EN ISO 9001/ 14001  
EFQM Membership
- **Sites**  
1,500 sites in  
150 states

Source: www.schenker.de / May 5, 2007



"The lean organisation and the centralised management at phion convinced our IT experts. This efficiency was exactly what we were looking for at Schenker Deutschland AG," confirms Gabriele Töllner, IT Security Manager for the Central Region at Schenker Deutschland AG. "A further aspect was the logical concept for rollout and routine operations presented by the integrations partner Atos Origin - making the decision more than clear."



## Rollout without hitches

The rollout phase was planned together with the phion Partner Atos Origin over the following months. This involved conducting a current status evaluation in ten representative branch offices and transferring the responsibility to the local administrators. A pre-configuration could then be transferred to phion netfence based on this current state analysis. These included both networks with gateways, Wireless LAN components and of course also the necessary DMZ. These ten phion netfences were then rolled out in close succession - and everything worked perfectly. This then, gave the green light for the corporate-wide rollout. By mid-2006 Atos Origin had succeeded in successively converting both the smaller and the larger branches to phion netfence - sometimes within the space of just 15 minutes during the lunch break so as not to disrupt the business processes. Even the conversion of the routing from the provider responsible for the WAN management to the netfence firewalls ran smoothly in the majority of cases. The phion monitoring even proved its worth during the rollout, as Gabriele Töllner recalls: "We were able to monitor the firewall status from day one onwards, which is of course a major advantage in the rollout phase."

## Hardware scaled to meet requirements

Schenker Deutschland AG opted for various manufacturers as platforms for phion netfence in order to meet the exacting requirements of both the smaller and the larger branches. At locations that required a high availability solution two boxes were installed and linked together. phion netfence gateways offer fully developed, high availability functionality ex works so that no additional solutions have to be purchased and laboriously integrated. Schenker allows a maximum of two hours for the provision of a hardware backup in cases of system failure - no problem for one of the largest logistics service providers. The necessary machines are kept at strategic Schenker locations and then transported to the branches as required via their own network.

## Centralised management proves its worth

Today, Atos Origin is responsible for the management centre and the security infrastructure. The centre is located in Meppen and connected via a secure link to Schenker, with normal WAN access to the firewalls. The administrators at Atos Origin can control the remote gateway access via the netfence Management Centre and make settings, manage licences and collate information about individual or multiple gateways. The centralised firewall monitoring for the entire security infrastructure and the reporting to the security office at Schenker are also conducted from Meppen, which is also the final authority when it comes to changing or introducing firewall regulations.

"We are pleased time after time about how well the cooperation works between the netfence management centre and Atos Origin," says Gabriele Töllner. "Even if global rules have to be changed on 150 firewalls - it only takes 15 minutes. There are very few management service provider manufacturers who are capable of achieving this."

## Schenker has found its partner

With the introduction of phion netfence, the simultaneous conversion to MPLS and the network standardisation, the team at Schenker Deutschland AG has created a corporate-wide uniform infrastructure that reacts flexibly to new circumstances and provides optimum support for the business processes at Schenker. So the conclusions drawn by Tolkas and Töllner come as no surprise: "The decision in favour of phion has proven to be the right one in all respects. All those involved have reacted fast and competently to the new requirements placed by Schenker. So today, we can really say that Schenker has already implemented the systems today that other companies still have ahead of them."