Ansell’s Secure Network Stops Threats and Boosts Efficiency

As the world’s largest manufacturer in protection solutions for a range of industrial, medical, and personal uses, the core of Ansell’s business is protecting individuals from harm. This also means protecting themselves from harm when it comes to potential security breaches.

Challenge: Redfine global protection
George Michalitsianos inherited a tall task when joining Ansell. The Board of Directors had made cybersecurity a priority to make sure it reduced its intellectual property and technology risks through beefed up security. Board members had seen hacking, phishing, and ransomware attacks that led to significant security breaches at other companies. Michalitsianos knew the company wasn’t willing to see the same thing happen to it.

No pressure, right?

One of Ansell’s biggest challenges is providing a consistent standard of service across all markets. The company’s network infrastructure has played an instrumental role in keeping teams connected and supporting operations. As aging network devices approached end of life, Ansell saw an opportunity to refresh its infrastructure and take advantage of new collaboration solutions, and more importantly, ensure effective security.

“Cyber threats are a growing concern for companies, and as a manufacturer, we have patents and trade secrets that we need to protect from competitors,” says Michalitsianos. “As a global company, we were also worried about threats from state actors that could seriously damage our business.”

With the Board asking for new infrastructure and applications, Michalitsianos began looking at the issue architecturally. Rather than piecing together networking, data center, security, and collaboration solutions from multiple vendors, Ansell could integrate Cisco® Solutions, which are designed to work together, reduce costs, and improve licensing efficiency.

Revitalize network and security infrastructure
The first step for Michalitsianos was to lay a strong foundation for applications and services with a fast network refresh. Ansell updated its network with Cisco solutions for threat-focused, next-
With Cisco Solutions, Ansell Can:

- Cut network latency in half for greater productivity
- Secure networks for one-third the cost
- React quickly to changing needs

Cutting network latency in half for greater productivity

By combining optimization and security features on Cisco Integrated Services Routers (ISR) and Cisco Adaptive Security Appliance (ASA) Software with FirePOWER™ Services next-generation firewalls (NGFWs), Ansell eliminated the need for separate devices at each location, which provides for more efficient and secure networks across the globe.

Secure networks for one-third the cost

During the refresh, Michalitsianos and his team also redesigned the network to be more efficient. “With a simpler network, we can reduce latency by half for most employees,” says Michalitsianos. “Some areas saw even greater gains. It used to take someone in the Malaysia office 30 seconds to process a transaction on the Enterprise resource planning (ERP) system. We reduced that time to two seconds. The faster response times over the network makes a huge difference to employee productivity and helps us achieve a high return on investment.”

React quickly to changing needs

With its optimized network, Ansell is now able to support much greater traffic without expanding WAN capacity. The company quickly used its extra network capacity to implement more robust and reliable advanced video collaboration. As the first customer to deploy the Cisco TelePresence® IX5000 Series, Ansell could now bring worldwide teams together quickly and easily with immersive video conferencing to share ideas and collaborate. This solution also reduced the amount of executive travel needed for frequent worldwide meetings, saving significant time and money.

More security at a lower cost

Although Ansell is known for protective solutions, the company’s own cybersecurity protections were in dire straits. “We were basically starting from scratch, so we needed every security solution available to reduce our risk,” says Michalitsianos. “The Cisco Security Enterprise Licensing Agreement (ELA) gives us access to all of the security solutions we needed for one-third of the cost of purchasing everything separately, which allowed us to bring on security solutions we never had before.”

Because the ELA allows Ansell to step up the number of licenses across multiple security products, it also makes it much easier for Ansell to quickly onboard new sites from acquisitions and place them on their global security standard at a lower cost. It also enables Ansell to simplify its security practice by eliminating point products that aren’t integrated and require separate management.

Using the automated security capabilities integrated across multiple Cisco security products, such as Cisco Advanced Malware Protection (AMP), Cloud Web Security (CWS), and Cloud Email Security (CES), Ansell can now block thousands, of advanced and known threats daily, stopping phishing attacks, ransomware, and known malicious actors. In the case of a breach, Cisco FireSIGHT™ Management Center provides centralized visibility and intelligence that enables IT staff to more

Products and Services

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<th>Security</th>
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<tr>
<td>• Cisco ASA 5525-X with FirePOWER Services</td>
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<td>• Cisco FireSIGHT Management Center</td>
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<td>• Cisco Identity Services Engine (ISE)</td>
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quickly detect, contain, and remediate any incident from a single pane of glass.

**Prepare for evolving business landscape**
Flexible data centers built around Cisco Unified Computing System™ (Cisco UCS®) servers help support Ansell’s growing business. When the company decided to roll out video, deploying a new server to host the Cisco video-conferencing solution was as simple as slotting a new blade into the chassis.

“Expanding capacity is fast and cost-effective with Cisco UCS,” says Michalitsianos. “We don’t have to buy new appliances and deal with complex cabling issues. This means we can support more agile changes to the business and get new technologies running quickly.”

**Transform the customer experience**
It’s important that customers have a great experience with Ansell from the very start. For many customers, that first contact is a customer service agent working at a call center anywhere in the world. Cisco Unified Contact Center provides a single solution to process multiple global calling queues, record calls, and deliver detailed metrics to ensure customer service agents are performing well. Customer service supervisors can use the metrics and tools in Cisco Unified Contact Center to analyze call volumes, rate service, and shape processes to improve service across all call centers from a central location.

**Invest in the future**
Ansell plans to continue using its Cisco technologies to improve security, productivity, and efficiency. The company also plans to deploy Cisco Identity Services Engine (ISE) for greater visibility and control over devices accessing wireless networks. Servers in the future may also be replaced by Cisco UCS E-Series Server modules attached to Cisco ISRs for powerful computing with a lower cost and smaller footprint compared to a traditional server chassis.

“With new technologies, we can help global teams work smarter to deliver better products and services,” says Michalitsianos. “Standardizing on Cisco solutions gives us an agile and secure platform to support our growth and innovation.”

George Michalitsianos
IT Infrastructure Director,
Ansell

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