



Case Study

Why an Insurance Company Moved from Fortinet to Cloudbrink

Overview

A leading insurance company, with a presence across the United States, faced mounting challenges in maintaining reliable, high-performance remote connectivity for its workforce. As part of their modernization strategy, they sought an alternative to their existing VPN solutions—Fortinet's FortiClient and Cisco AnyConnect. The company's **Vice President of IT** led the transition and found Cloudbrink to be the superior choice.



Challenges with Fortinet and Legacy VPNs

Before adopting Cloudbrink, the company relied on traditional VPN solutions, which became increasingly problematic as remote work surged. Key issues included:



Performance Bottlenecks:

Remote employees experienced slow and unstable connections due to VPN traffic being hairpinned through data centers.

Security Limitations:

Their core business application required private IP-based access, which multi-tenant VPN and ZTNA solutions couldn't provide without hairpinning traffic.

Scalability Issues:

The company had grown through acquisitions, resulting in a mix of two main VPN solutions that complicated IT management.

High Support Overhead:

IT teams were overwhelmed with support tickets related to poor remote user experience.

Drastic Reduction in IT Support & Improved User Experience

"Support calls have dropped significantly since we moved away from Fortinet and Cisco. With Cloudbrink, all those calls about remote connectivity have pretty much disappeared."

VP of IT - Insurance

Evaluating Alternatives

Initially, the IT team explored their current vendors plus **Palo Alto Networks, Zscaler, and Netskope** but found that these vendors still required them to hairpin traffic back to data centers for certain applications, negating any performance benefits. They also considered **VMware's SD-WAN solution**, but it lacked critical features and was still in development. Cloudbrink, however, stood out with its **single-tenant FAST Edge technology**, offering direct access to applications without security compromises.



The Cloudbrink Advantage



After an initial proof of concept, the IT team found that Cloudbrink provided:

Seamless Performance:



Employees experienced on-prem-like speeds regardless of location.

Direct Application Access:



The company's core SaaS application, which required private IPs, could be securely accessed without data center rerouting.

Drastic Reduction in IT Support Calls:



Since moving off Fortinet and Cisco VPNs, remote connectivity-related support tickets have "pretty much disappeared."

Faster Deployment & Management:



Cloudbrink's intuitive interface enabled rapid deployment, with 300 employees transitioning on Day 1 and over 600 by the end of the first week.

Enhanced Security:



Cloudbrink's integration with Microsoft Entra for conditional access improved endpoint validation and security posture.

Business Impact



Reduced Costs:



Plans to decommission one of three data centers within the next six to nine months.

Increased Productivity:



Employees, even in low-connectivity areas like Canada and Alaska, experienced seamless access to business applications.

Future-Proofing IT Infrastructure:



The company is now deploying Cloudbrink connectors in AWS and Azure, eliminating the need for on-prem data center dependencies.



Conclusion

For this insurance company, moving from Fortinet to Cloudbrink was a game-changer. The transition simplified IT operations, enhanced security, and delivered a **superior user experience** while reducing costs. The VP of IT now actively **recommends Cloudbrink to other enterprises**, calling it a tool that “just works.”



Simplified Deployment & Seamless Performance “We were going to stage this rollout over several weeks, but since everything was in place and working so well, we went for more of a big bang. Compared to other solutions, Cloudbrink was so simple and intuitive—we didn’t need professional services or a slow rollout “ VP of IT - Insurance