

CASE STUDY

European Telecom Giant Scales Managed Security Service with Tufin

86 Customers

Enterprise customers on the Fortinet MSS platform

100%

End-to-end policy automation stack deployed

5 Years

Strategic platform commitment — MSS profitability model validated

INDUSTRY

Telecom & Managed Security Services

REGION

Western Europe

COMPLIANCE

GDPR · NIS2 · ISO 27001

PLATFORM

Tufin Unified Control Plane

The Challenge

A leading European telecommunications provider manages a vast network infrastructure while simultaneously operating a Managed Security Services (MSS) platform serving 86 enterprise and public-sector customers. Managing this dual mandate had reached a breaking point, manual change processes had become a hard ceiling on MSS growth, while managed customers' own networks were expanding into cloud and SD-WAN environments. As one customer described it directly: "network growth is proving unmanageable."

"Our managed customers' networks were growing faster than our ability to keep them secure. Manual processes had become the ceiling on our entire MSS business, and that ceiling was getting lower every quarter."

— Platform Manager, Managed Security Services, Leading European Telecom Provider

Why Now

The organisation was executing a strategic shift toward network automation, targeting Cisco ACI and VMware NSX as part of an "automation of the future" programme. A formal Total Economic Impact (TEI) analysis was conducted to quantify ROI, securing internal business case approval before commitment.

Strategic Goals

- Scale MSS platform capacity to onboard new enterprise customers without proportional headcount growth
- Achieve full end-to-end policy automation across Fortinet, ACI, and VMware NSX environments
- Gain real-time, centralised visibility across all managed firewalls and own-estate devices
- Automate NIS2 and GDPR compliance reporting, shifting from periodic to continuous
- Reduce breach risk across the managed customer base through continuous policy hygiene

Solution Deployed

Tufin's unified control plane was deployed across the Fortinet-based MSS platform, Cisco ACI, VMware NSX, and the organisation's own estate, delivering centralised policy visibility and end-to-end change automation in a single MSSP-ready model. The initial rollout, scoped to 100 firewalls with NetBox IPAM integration and supported by an embedded Tufin Resident Engineer, established the foundation for ongoing platform growth.

Results

- **Scaled enterprise customer onboarding without operational bottlenecks**

Automation removed onboarding constraints, enabling rapid growth across managed clients.

- **Achieved 100% policy automation across the network**

End-to-end automation eliminated manual effort and accelerated change delivery at scale.

- **Boosted MSS platform profitability**

Reduced manual effort per change improved margins and unlocked capacity for new services.

- **Reduced risk across all managed environments**

Risky and unused rules were identified and remediated before deployment, minimizing exposure.

- **Enabled continuous compliance and audit readiness**

Always-on compliance streamlined NIS2 and GDPR reporting with full traceability for every change.

"We ran a full TEI analysis and the numbers were clear. But what really sealed it was Tufin automating the entire policy lifecycle, across Fortinet, ACI, and NSX, in a single MSSP-ready platform. Nothing else came close."

— Network Architect, Leading European Telecom Provider

Why Tufin

- Only platform delivering a unified control plane across Fortinet, ACI, and NSX, automating the full policy lifecycle from request through to provisioning within a single MSSP-ready model, confirmed by formal TEI analysis
- Multi-vendor coverage and MSSP scalability without requiring infrastructure replacement or vendor lock-in
- Embedded Tufin Resident Engineer and a multi-year commercial framework providing a long-term automation partnership

About Tufin

Tufin helps enterprises govern and secure connectivity across today's complex multi-vendor networks. As the leader in network security posture management, Tufin provides the trusted control layer organizations need to understand exposure, automate policy changes safely, and maintain continuous security posture across on-premises, cloud, SASE, microsegmentation, and hybrid environments. Built on customer-proven network automation playbooks and the industry's only Dynamic Network Connectivity Graph, Tufin is bringing Multi-Vendor Agentic Network Security to the enterprise, helping organizations move from visibility to governed, AI-driven action.