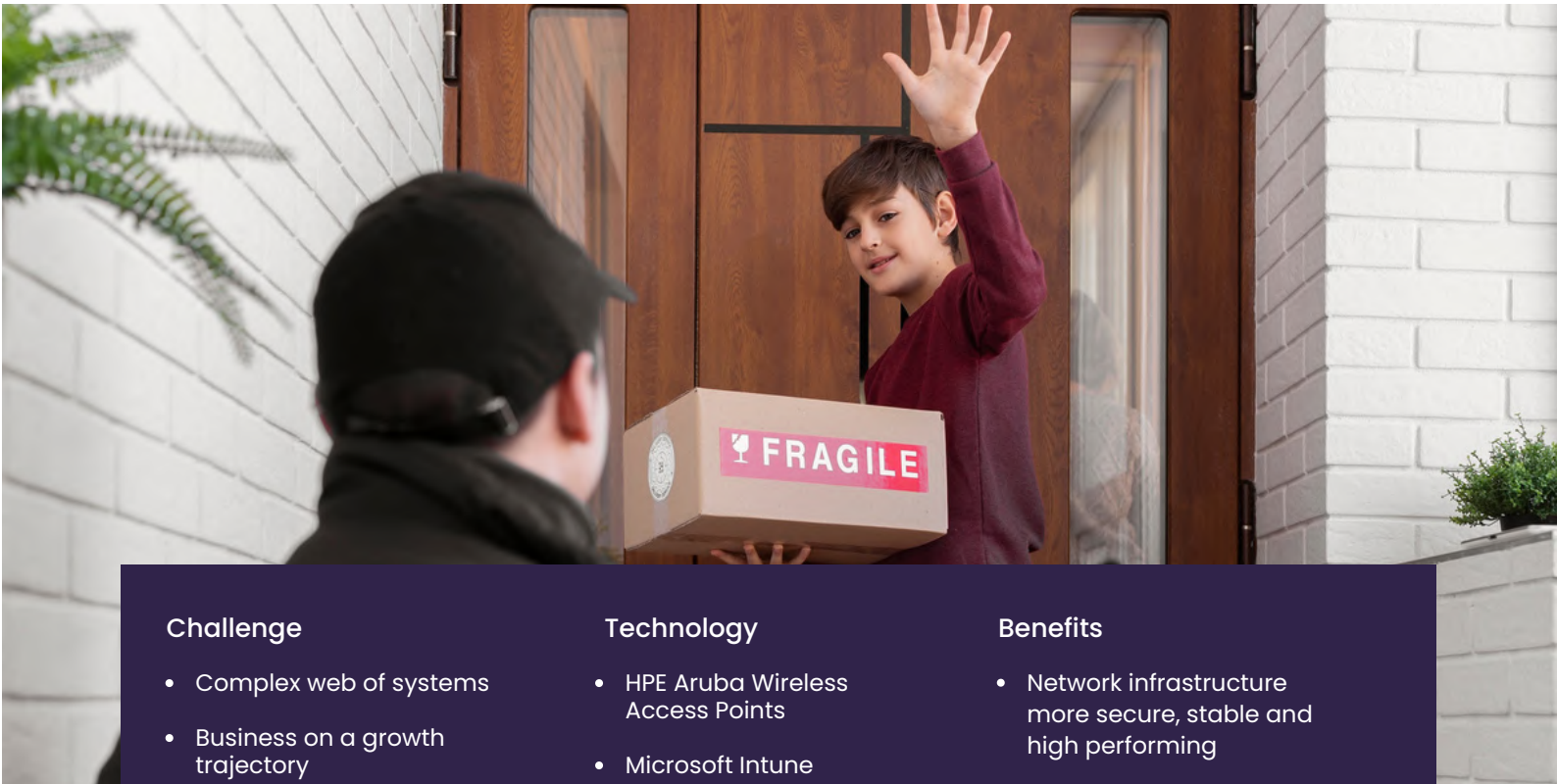


How Novo3 helped a pioneer in Australian eCommerce achieve a stable, secure and high-performing network



Challenge

- Complex web of systems
- Business on a growth trajectory
- Building a strong, robust foundation

Technology

- HPE Aruba Wireless Access Points
- Microsoft Intune
- Threat protection and decryption

Benefits

- Network infrastructure more secure, stable and high performing
- Long-term partnership
- Ongoing support

Kogan.com (ASX:KGN) is a trailblazer in Australian eCommerce, boasting an expanding array of retail and service ventures. What began as a visionary concept in a Melbourne garage in 2006 has burgeoned into the forefront of online retail.

Founded on the aspiration to reshape the supply chain and render cutting-edge consumer goods more accessible, Kogan.com has evolved into the premier pure-play online retail platform in Australia. With hundreds of thousands of daily visitors and a vast customer base numbering in the millions, the company's journey underscores the power of technology and digital efficiency in democratising access to sought-after products and services.



kogan

ASX: KGN

MELBOURNE



2.9 M

GROUP ACTIVE CUSTOMERS



17+

YEARS OPERATION



4.7K

SUBSCRIBERS



21

WAREHOUSES SPANNING
AU, CN, NZ

CHALLENGE

As Head of IT and Security at the Kogan Group, Joshua Olds is responsible for shaping technology strategy, maximising return on IT investments and optimising IT and security operations for Kogan.com and its affiliated businesses. As a leader within a cross-functional 47-member team, Joshua fosters innovation and believes in the power of technology to propel enterprises forward.

Kogan is a business on a growth trajectory, with a challenging complex web of systems and integrations brought on by acquisitions, new services and verticals such as Kogan Mobile Australia. The ever-changing expectations of customers required new technology for increasing interaction and customer support to take Kogan from a service and website that existed in 2006 to the platform and customer experience expected today.

"My focus over the last few years has been understanding Kogan's purpose and foundation. Part of that is ensuring we use the right technology to provide a strong, robust foundation for the future, enabling us to grow further," Joshua said.

"That was my challenge at hand. I have a dream and a strategy, and I take on the objective of both the board and our stakeholders to understand our goals to aid us in getting there."

"My main goal was to ensure the company was utilising the best technology to support our staff and help our customers live their best lives by delivering remarkable value."

Joshua Olds, Head of IT and Security, Kogan

APPROACH

Based on prior work experience, Joshua understood the benefits of an outside point of view. As such, he sought to engage with consultants from an IT-managed service provider to obtain specialist knowledge and subject matter expertise regarding Kogan's networking and security.

"With heightened public concerns about data security due to the Optus breach, combined with changing security requirements from the Australian Government, I wanted to review our systems and investigate how quickly we could implement changes and increase our security posture. We needed to fill the skills gap in the security space and networking space," he said.

After reviewing several IT-managed service providers, including those used by competitors in a similar operating environment, Kogan chose to work with Novo3 based on their expertise, professionalism, proffered solutions, and pricing.

'It was time to get an external view on security, whether physical site security through our endpoints and workstations or our website, ensuring that we're using the best technology available.'

Joshua Olds, Head of IT and Security, Kogan

SOLUTION

Kogan engaged Novo3 to work on three key projects, the first of which was reviewing Kogan's site-to-site connections, as well as their physical and logical network, ensuring the company met necessary security requirements such as PCI.

This resulted in the implementation of HPE Aruba Wireless Platform to expand network capacity across Kogan's business locations and to support the growing mobile and IoT density demands on the network. This enabled Kogan to simplify network operations and increase security with improved user and guest encryption, role-based access control and Deep Packet Inspection (DPI) to isolate and segment traffic, as well as enabling Zero Trust Network Security for devices and IoT.

The next project was implementing Microsoft Identity; end-user device management, through Microsoft Intune with Novo3's Microsoft Modern Workplace team. This was to ensure the governance and compliance of workstations with easy deployment globally for all team members.



PCI compliance refers to compliance with the Payment Card Industry Data Security Standard (PCI DSS), a set of requirements intended to ensure that all companies that process, store, or transmit credit card information maintain a secure environment

"Essentially, we can deliver devices and anyone can work anywhere in the world just by opening the box and signing in with a computer ID," said Joshua. "From an efficiency and effectiveness perspective, it's improved end users' experience, having things like the company portal where they can access their software and services without needing to engage IT. It also allows for industry controls over the device whilst ensuring the best security and network architecture-based practices."

For network security, Kogan worked with the Novo3 team to install Fortinet's FortiGate Next-Gen firewalls (NGFWs), providing one platform for end-to-end security across Kogan's entire network.

This enabled Kogan to converge its security and networking point solutions into a simple-to-use, centralised management console powered by a single operating system, FortiOS, making Kogan's IT management easier.

BENEFITS

Kogan's network infrastructure is now stable, more secure, and high-performing. From a cost-benefit point of view, Joshua has access to Novo3's team of certified experts – calling on Senior System Architects, Security Architects and Modern Workplace team when he needs them, rather than spending substantial amounts on salaries for full-time professionals in-house.

That said, Joshua describes working alongside Novo3's staff as "just like having another team member located at a different site."

"The more that we've engaged with Novo3, the more they've been willing to come to the table, and it's clear they want to join us on this journey for the longer term," he said.

It's essentially a partnership for helping me consider all items, ensuring we succeed as a business. And because there is that trust, I know I can call them any time of day and night and have the support to ensure that the Kogan operation has minimal downtime or is running as efficiently as possible. Even if it is a phone call to say, 'Hey, I've got an idea; what are your thoughts? Or even just as a quick hello to touch base."

Joshua says the most impressive thing about working with Novo3 is knowing he's working with an organisation that genuinely cares.

"Their responsiveness and true caring for the project ensure you receive the desired solution and outcome," he said.

"With other organisations, as soon as something becomes out of scope or there is a minor change, they are quick to invoice for it. Whereas Novo3 is quick to come to the party, fix the issue, and build that strong relationship," he said.

"We recently completed a comprehensive network refresh at our head office, utilising Aruba ClearPass for access control, Aruba wireless and switching solutions, and FortiGate Next-Gen Firewalls for authentication and routing. The outstanding results have provided us with a stable, secure, high-performance network infrastructure."

Joshua Olds, Head of IT and Security, Kogan



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