

Press Release

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Korea Telecom's Directory Information Unit Selects Fortinet for Large-Scale Voice/Data Telecommuting Project

Two-Year Contract with Korea Information Service Corporation (KOIS) to Enable 1,500 Home Call Agents to Increase Service Quality and Productivity Levels while Reducing Operating Costs

SEOUL & SANTA CLARA, Calif., Sept. 12, 2002 – The Korean Information Service Corporation (KOIS), a subsidiary of Korea Telecom (KT) that provides directory service for Seoul and other large municipalities handling over 700,000 calls per day, has awarded Fortinet with a two-year contract to supply FortiGate™ Network Protection Gateways for a large-scale, converged data and Voice-over-IP (VoIP) virtual private network (VPN) that will serve 1,500 home-based call center agents.

Fortinet – the premier provider of network protection systems and the only provider of ASIC-powered, network-based antivirus solutions – provided key equipment for the data/VoIP VPN over the course of a three-month trial period in conjunction with MPC, Korea's leading provider of CRM solutions. The results of the trial met KOIS' requirements for system security and stability, seamless integration with legacy systems, zero service problems, measurable reductions in call transfer and handling costs, and increases in service quality and productivity levels.

“Our directory service is a critical offering used by millions of customers,” said Mrs. Young-Hwa Lee, senior systems manager for KOIS. “We chose Fortinet because the company delivered a reliable, high-performance solution that met our rigorous requirements and high standards for system availability, voice quality/performance,

system response time, and most important, airtight security for our crucial data resources.”

Fortinet Solution Replaces Legacy ISDN System

After normal business hours, KOIS routes directory assistance calls to home-based call agents using ISDN facilities. Continued problems with the ISDN-based system – including high line costs, long database access latency due to low bandwidth, line drops, and long line recovery times – were reducing service levels and employee morale to unacceptable levels. In June, KOIS began a pilot implementation of the data/VoIP VPN, replacing the ISDN connections with high-speed, Internet-based xDSL connections and Fortinet’s FortiGate Network Protection Gateways (NPGs) deployed at the call center and at remote agent locations. The ASIC-based FortiGate units provide the performance required for secure, converged applications, and provide application-layer and network-layer security without introducing latency that degrades voice quality. The KOIS deployment utilizes FortiGate-50 and FortiGate-300 NPGs to provide IPsec VPN, firewall, and other key security functions.

“KOIS had a mission-critical need to improve both the quality of its service and the productivity of its employees,” said Ken Xie, founder and CEO of Fortinet Inc. “With the Fortinet data/VoIP VPN solution in place, KOIS will be able to do both – and will also realize a compelling return on investment. And because the system can continue to scale, they have the flexibility to increase the number of remote call center agents to meet rising customer demand while reducing operating costs demonstrably.”

VoIP Spawning Need for More Advanced Converged Voice/Data Solutions

The increasing adoption of VoIP technology is spawning increasing demand for more advanced ‘convergence applications’ that combine voice and data on a common IP infrastructure. However, the limitations of conventional security technologies are a significant impediment to the rapid, broad rollout of converged services. This forces

organizations to compromise security, convenience, or both – and in many cases renders converged applications impractical.

Fortinet addresses the fundamental cause of the problem – the lack of content-level processing capability by conventional firewalls – by leveraging the patent-pending, ASIC-powered content processing technology resident in all of Fortinet’s FortiGate NPG products. FortiGate NPGs enable businesses of all sizes to successfully build and deliver the highest class of security in their converged data and voice networks.

About KOIS

Korea Information Service Corporation (KOIS), a subsidiary of Korea Telecom (KT), provides call center, telemarketing, and “114” directory services (equivalent to “411” in North America) for KT’s fixed line and wireless subscribers. Serving South Korea’s largest metropolitan center’s including Seoul, Incheon, Kyungi, and Kangwon, the 2,300 employees of KOIS strive to provide the most reliable, responsive and effective information services for its millions of customers.

About Fortinet

Fortinet, the premier provider of network protection systems and the only ICSA-certified ASIC-based antivirus solution, enables enterprises and service providers to improve the security of their networks, reduce misuse and abuse, and better utilize network resources without compromising performance—at dramatically lower costs. Fortinet’s industry-leading FortiGate Series of NPGs breaks the Content Processing Barrier, delivering application-level services such as virus protection and content filtering along with firewall, VPN, intrusion detection, and traffic shaping functions as high-performance network services in dedicated, easily managed platforms. Developed by proven industry visionaries, the FortiGate Series is powered by Fortinet’s patent-pending FortiASIC™ content processing engine, providing the first and only systems with ASIC-accelerated, network-based antivirus protection. Fortinet is privately held and based in Santa Clara, Calif. The company's web address is <http://www.fortinet.com>.