

CASE STUDY

Elevating Cybersecurity and Operational Efficiency in Indonesia's Digital Landscape

Lintasarta is Indonesia's leading information and communications technology (ICT) solutions provider. As a company deeply attuned to the diverse needs of various industries, Lintasarta is dedicated to delivering tailored services that meet the specific demands of its customers.

Today, its portfolio includes connectivity, data center and cloud infrastructure, managed services, and application solutions supporting industries such as finance, manufacturing, healthcare, and government to innovate sustainably.

Addressing Critical Customer Needs

Lintasarta customers often grapple with maintaining seamless and reliable connectivity amid growing demands for scalable data infrastructure. Furthermore, they face pressing challenges in ensuring cybersecurity, including defending against sophisticated ransomware attacks, phishing schemes, and unauthorized access to critical systems.

To address these needs, Lintasarta has implemented Fortinet's advanced solutions to enhance network security and reliability. This includes robust data encryption protocols, multi-layer firewalls, proactive intrusion detection systems, and around-the-clock monitoring, empowering customers to focus on business goals with confidence in a secure digital environment.

Realizing Double-Digit Improvements in Operational Efficiency and Threat Detection Rates

Lintasarta offers a wide range of Fortinet products and services, including FortiManager, FortiGate Next-Generation Firewall (NGFW), Fortinet Universal ZTNA, FortiClient, Fortinet Secure SD-WAN, FortiSASE, and FortiAnalyzer.

Features most utilized by its customers include Fortinet Secure SD-WAN and FortiGates, which enhance connectivity and security, supported by centralized management capabilities via FortiManager. This approach streamlines operations and provides meaningful insights into network performance and threat detection.

FortiManager boosts efficiency by reducing operational costs by 30–40% through better resource use. The solution has nearly doubled threat detection rates while lowering security administration time by 60%.

"With effective threat detection and response, we have significantly improved visibility into security incidents while reducing false positives. Additionally, Fortinet's solutions have enhanced our customers' confidence," says Luky Kurniawan, Head of Cybersecurity Product Management and GTM, Lintasarta.



"Fortinet was a no-brainer for me because Fortinet solutions provide a much higher level of decision support than the systems we had in place."

Luky Kurniawan,
Head of Cybersecurity
Product Management and GTM,
Lintasarta

Details

Customer: Lintasarta

Industry: Managed Service Provider

Location: Jakarta, Indonesia

Business Impact

- Cut security incident management time by 60%
- Minimized the need for additional IT staff and cut operational costs by 30–40%
- Optimized operations, providing better visibility into security incidents and improving security
- Improved customer satisfaction by accelerating service delivery

Validated Success with Fortinet Solutions

Lintasarta's customer service has improved significantly since deploying Fortinet solutions, primarily due to enhanced visibility into security incidents, streamlined, centralized management via FortiManager, and a faster response time to potential threats.

Customers often begin their cybersecurity journey with Secure SD-WAN and FortiGate NGFWs before progressing to advanced solutions such as Unified SASE, which combines both Secure SD-WAN and FortiSASE to secure hybrid work efficiently. They have noticed the added value of working with Lintasarta over managing these systems independently, benefiting from specialized support and deeper insights.

A notable example is a banking customer that, with Lintasarta's support, successfully implemented a robust security system to meet Indonesian Financial Services Authority requirements, enabling the timely launch of its application and ensuring compliance without delays. This demonstrates how Fortinet solutions have strengthened customer satisfaction and service quality, positioning Lintasarta as a trusted partner in digital transformation.

This partnership has also led to Lintasarta receiving accolades, such as being recognized as a "Best Managed Service Provider," further solidifying its market position. "Additionally, the collaboration fosters a complementary ecosystem where Lintasarta can work alongside other service providers, enhancing overall service offerings," says Edwin Lim, country director of Fortinet Indonesia.

Furthermore, Lintasarta's centralized management system, supported by FortiManager and FortiAnalyzer, simplifies complex management while offering tailored and comprehensive insights.

Forging Ahead with Fortinet

Lintasarta intends to broaden its use of Fortinet solutions by focusing on personal data protection and related offerings, such as FortiClient ZTNA and FortiDeceptor. It also expects growth in the operational technology (OT) space, which is important in industries such as manufacturing and oil and gas.

Lintasarta views its long-term partnership with Fortinet as essential for continuous growth. While technologies may evolve, the enduring value lies in the collaborative relationship between Lintasarta and Fortinet, contributing to a robust ecosystem.

Lintasarta is looking forward to continuing to leverage innovations and developments from Fortinet. "Fortinet focuses on technologies that improve operational efficiency and customer protection, such as advanced threat detection and response solutions," says Kurniawan. "We see our collaboration with Fortinet as essential for mutual growth and innovation, and we will continue to leverage Fortinet's ironclad commitment to adapt to stay ahead of evolving cybersecurity challenges and deliver enhanced value to its customers."

Solutions

- FortiManager
- FortiGate Next-Generation Firewall
- Fortinet Universal ZTNA
- FortiClient
- Fortinet Secure SD-WAN
- FortiSASE
- FortiAnalyzer
- FortiDeceptor
- FortiWeb
- FortiSwitch
- FortiToken



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