Ip.Glass



CASE STUDY · MANUFACTURING & OT

From paddock to plate, built for continuity.

How Baiada segmented its operational network, adopted an integrated security fabric across plants, feed mills and offices, and handed day-to-day operation to Ip.Glass.

7,000+
staff in a vertically integrated poultry business

Minutes
is all a feed mill can wait when a system stops

24/7
managed services across the entire Baiada network

ENTERPRISE NETWORKING · OT & IOT SECURITY · MANAGED SERVICES

ISO/IEC 27001:2022 certified · ASD Cyber Security Partner · 100% Australian owned

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PUBLIC

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> “We really wanted to work with Ip.Glass because they had the agility, they had the speed to act when we needed them to act and, most importantly, they had the expertise to back it up as well. Their engineers and technicians are some of the best Fortinet people around the globe, and we were able to tap into that expertise to achieve the outcomes that we set out to do.”
>
> **WAYNE ELLISON, CIO, BAIADA**

AT A GLANCE

CUSTOMER
Baiada

INDUSTRY
Fast-moving consumer goods (FMCG)

LOCATION
Sydney, Australia

SCOPE
Enterprise networking · OT & IoT security · Managed services

BUSINESS IMPACT

- Improvements in overall network and IT operational resilience, security and visibility
- Enabling greater performance and efficiency across different areas of the business
- More granular security and control and rapid responsiveness to ensure continuity of critical business processes
- A stable platform for additional business growth, higher levels of automation and future innovation

01 / THE CHALLENGE

A seconds-and-minutes business

Baiada is a leading Australian poultry producer, supplying its premium Lilydale Free Range and iconic Steggles brands to a range of retail, quick-service restaurants, foodservice and independent customers. From its humble beginnings back in the 1960s, Baiada now employs more than 7,000 staff across Australia. Baiada’s vertically integrated model includes breeding and hatching its chickens, producing feed, processing and supplying fresh poultry and value-added products. Its business model, together with its high standards around process and efficiency, ensures Baiada can deliver millions of high-quality, sustainable products every year.

Technology plays a critical role in Baiada’s operations. When Baiada’s new Tamworth processing plant opens later this year, it will set a new benchmark in Australia, with the technologically advanced facility able to process large quantities of chickens at full capacity. This investment and other recent expansion projects, including a new cold storage facility and two fully automated breeding farms, reflects Baiada’s long-term commitment to building a stronger, more reliable supply chain.

“We’re a seconds and minutes business; we’re all about agility and speed. From a technology point of view, we have to keep the business running and ensure the continuity of supply. If we have any concerns or problems with what we’re doing, we need to fix it very, very quickly,” said Wayne

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Ellison, CIO at Baiada.

“To give you an example, if the weighbridge stops working in one of our feed mills, we’ve got minutes to fix it – otherwise we’d have trucks banking up, and we wouldn’t be able to get feed out to our farms,” said John Saba, Head of IT Infrastructure at Baiada.

“We have a ‘paddock to plate’ philosophy at Baiada, so a partner that can deal across that broad spectrum is absolutely critical for us. They need to match our culture, our agility and ensure we don’t have any downtime. And we need robust hardware to withstand harsh operational environments,” said Ellison.

> “Fortinet understands us internally. They can recommend better products for us, they’re really accommodating in trying to make things work and supporting us from a commercial perspective as well.”
>
> **JOHN SABA, HEAD OF IT INFRASTRUCTURE, BAIADA**

02 / THE SOLUTION

Ensuring operational continuity

With network availability critical to its 24x7 operations, Baiada initially engaged Fortinet and Ip.Glass for a network segmentation and security project. That enabled Baiada to isolate different parts of the network to ensure continuity and redundancy in the operational network so that any outages wouldn’t have a downstream effect on the supply chain and allow the IT team to work on specific components and services to harden security and make other upgrades without taking the whole environment offline.

Achieving this key initial objective gave Baiada the platform – in Saba’s words – to “perform open heart surgery” on its IT environment, working with Ip.Glass to roll out SD-WAN and upgraded switching infrastructure; deploy internal and external firewalls and a wireless refresh project to support highly complex and harsh IT/OT environments; and build more capabilities into its network to support the deployment of a new data centre environment, cloud services and the adoption of new SaaS applications.

In addition to a full adoption of Fortinet’s Security Fabric across firewalls, SD-WAN, switching, and wireless, Baiada also set up a SOC, leveraging FortiAnalyzer. The SOC platform aggregates telemetry data, analytics and logs to provide a consolidated, real-time view across the entire environment to enhance visibility, simplify management and increase Baiada’s network security, availability and resiliency. That has also empowered Baiada’s national IT operations to shift from being reactive to proactive and complements the 24/7 managed services Ip.Glass provides for the entire Baiada network.

“Fortinet has a very good ecosystem; all of the products complement each other and really enhance the environment. Fortinet and Ip.Glass have alleviated a lot of management overheads and pressure, making life a lot easier for our small team,” said Saba.

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03 / THE PARTNERSHIP

Taking an evolutionary approach

For Baiada, working with Fortinet and Ip.Glass was an evolutionary journey of business insight and operational understanding over a multi-year partnership, rather than a transactional engagement.

> “We took Ip.Glass into our sites to understand what our demands and requirements are, and how we operate. It’s very rare that we do that, and we did that specifically to ensure that they understand us completely. Ip.Glass is very open and transparent, and we’ve built up a lot of trust over the past few years working together. They’ve grown to understand the insides of Baiada from both a technical and operational perspective.”
>
> JOHN SABA, HEAD OF IT INFRASTRUCTURE, BAIADA

“It was a massive step change we were undertaking to harden our environments and ensure that we provided the business with the security that they needed. Fortinet and Ip.Glass were absolutely there to do that for us,” said Ellison.

That journey with Fortinet and Ip.Glass is ongoing, with Baiada continuing to build and grow on its stable and resilient IT platform by exploring how it can increase the security and visibility of its OT environment, which is increasingly critical as the business introduces deeper technology-led automation and operational efficiencies across its supply chain.

ABOUT IP.GLASS

Complex networks. Critical operations. Expert hands.

Ip.Glass designs, delivers and manages enterprise networks and cybersecurity for organisations that depend on reliable, secure operations. Australia’s first Fortinet Engage Preferred Services Partner, ISO/IEC 27001:2022 certified, an ASD Cyber Security Partner, and 100% Australian owned and operated.

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More case studies, videos and reference calls: ip.glass/about-us/case-studies

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