



‘We’re paying less for the entire Network Box managed service that it was costing us just to maintain and manage the old firewall!’

**Peter Stroud**  
Nintendo Australia IT Manager



**INDUSTRY** Interactive Entertainment

**BACKGROUND** Nintendo Australia, established in 1993, is the local subsidiary for the worldwide leader in the creation of interactive entertainment, Nintendo Co., Ltd. of Kyoto, Japan.

To date, Nintendo has sold more than 1.6 billion video games worldwide, created such industry icons as Mario® and Donkey Kong and launched franchises like The Legend of Zelda® and Pokémon™. Nintendo manufactures and markets hardware and software for its popular home video game systems, including the Nintendo 64®, NINTENDO GAMECUBE®, Game Boy Advance™ and Game Boy™ – the World’s best-selling video game system that has sold over 120 million units.

Peter Stroud is Nintendo’s IT Manager in Australia, charged with maintaining and managing a complex environment with a very high public profile.

**REQUIREMENT** As an existing user of Netscreen systems, Stroud and his team were sophisticated and experienced. But over time that sophistication and experience had become sufficient for them to

recognise the shortcomings of that platform.

More importantly though, Stroud, who had recognised the need for specialised help in the security field, had also seen costs growing.

“Our LAN Administrator would make simple changes; these took some time. As the changes occurred infrequently, we had to remember the steps and double check to ensure we did not introduce a security hole. If there was a complex change to be made then we had to pay a consultant to come on-site.”

These costs were mounting, and needed to be brought under control.

**SOLUTION** The Network Box Rack Mount system satisfied all of Nintendo’s requirements, and addressed a number of other problems besides.

Pricing is more than satisfactory. Stroud summarises: “We’re paying less for the entire Network Box managed service that it was costing us just to maintain and manage the old firewall!”

Service is better, as well.

“Many people are concerned about responsiveness with a managed service”, says Stroud. “But changes to security or

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access occur quicker than they did before the Network Box went in. As Network Box does this everyday the changes are quick and efficient.”

With the Network Box in place, a number of other issues have been found and dealt with. “We discovered a lot of superfluous printer traffic internally on the LAN. Upon investigation we found some of the printers were generating printer initialisation data continually. We closed these down and reduced the network traffic” reports Stroud.

Another very common problem has been eliminated, too. “Staff members with laptops were injecting viruses into the network when they docked in the mornings. One virus started a “Ping Flood” attack out to the Internet. The Network Box detected this attack and blocked it. Where this could have been an issue is if the attack got out and hit a customer.”

And the savings haven’t just been in terms of management and updating the systems. Stroud had been quoted a very substantial sum for reporting soft-

ware: the Network Box does this “out of the box”.

Finally, Nintendo had also had some concerns with its ISP, but didn’t have the hard data it needed to address these concerns.

Stroud explains: “The Network Box system monitors the local box 24 hours a day, 7 days a week. If the connection is lost then this is logged. Network Box has provided a list of ISP outages we have experienced over the last month and we can use this to review our Service Level Agreement with the ISP.”

**COMPETITION** Stroud and his team put the Network Box through a fairly intensive thirty-day trial, assessing both the technology and the service. And according to Stroud, there is no competition.

“I’d never go back to an un-managed service”, he says. “There’s just no comparison. In terms of expertise, responsiveness, and cost, we’re way ahead”.

And the Netscreen? “We’re putting it on eBay,” he says with a smile.



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