

Summary

Industry

Internet Service Provider (ISP)

Challenge

Ensure uninterrupted availability of its networks to service its customers

Solution

Corero's patented DDoS defense technology

Results

Corero DDoS defense capabilities stop DDoS attacks in their tracks and guarantee Fastmetric's customers have a seamless experience and enjoy uninterrupted service.

Key Benefits

- Industry-leading DDoS Defense against both network- and application-layer attacks
- Stops advanced threats out of the box
- Outstanding performance; lowest latency, superior throughput
- Reliable, purpose-built hardware
- Fast, easy deployment
- Blocks, malware, spyware, viruses and botnets
- Compatible with distributed networking architecture



ISP Fastmetrics Ensures Uninterrupted Service with Corero DDoS Defense

Fastmetrics (www.fastmetrics.com) is a full-service Internet service provider (ISP), with a 20-year history of growth and innovation, helping businesses in the San Francisco Bay Area and Silicon Valley communicate more effectively. Fastmetrics' full line of business ISP, fiber Internet and hosted business voice services include local telephone service; international long distance; hosted business voice; hosted phone systems; hosted email and unified messaging; business broadband; data center colocation in two San Francisco sites; fiber Internet service and customized network solutions. Fastmetrics provides business-class services through consulting and project management to install and connect to its private network. Its custom network solutions scale to meet the increasing Internet demands of high-growth organizations.

The Challenge

As a full-service ISP, Fastmetrics' success depends on uninterrupted service to its clients in the Bay Area and throughout California.

"Our two data centers have environmental controls, power controls and even earthquake control," said Ted Weston, Fastmetrics' Manager, Technical Support. "In San Francisco, you need that."

As servicing its customers is paramount for Fastmetrics, it also was committed to protecting its infrastructure against the growing threat of distributed denial of service (DDoS) attacks.

"Our first and overriding responsibility is to ensure business continuity and security for our customers," Weston said. "We were well aware of the threat posed by DDoS attacks and the impact a sustained attack could have on our clientele and their businesses."

Internet access is business-critical for Fastmetrics' clients. If Internet access, email, voice services and unified communications are slowed or, worse, unavailable, Fastmetrics' clients would be unable to service their own customers. That means the ISP's business would suffer if their customers move to other providers to ensure uninterrupted availability.

"We have good relationships with our customers and have earned their trust," Weston said. "We are committed to continuing to merit their confidence."

Fastmetrics already had strong security measures in place, including locking down its servers to help thwart attempted intrusions. But Weston also saw that it was imperative to take proactive measures to improve the ISP's ability to address the growing DDoS menace.

DDoS attacks are an increasingly serious threat to online businesses and the Internet-based services they depend on. A Corero sponsored 2012 survey of 200 U.S. enterprises found that 38% had been DDoS victims during the previous 12 months; two-fifths of the victimized companies were hit by multiple attacks. Nearly two-thirds of the enterprises polled said they were very concerned about DDoS attacks. The survey found motives for DDoS attacks include competitors seeking unfair business advantage, political and ideological (“hacktivist”) agendas, criminal extortion and wanton malice.

Any organization that relies on the availability of the Internet to conduct business is a potential target. DDoS attacks are used not only to disrupt business but also as a smoke screen to divert attention from surreptitious attacks aimed at stealing data.

DDoS attacks are well within the means of anyone who is motivated to use them. Attackers have at their disposal botnets, armies of hijacked computers that can be marshaled instantly or hired for a few dollars. To make matters worse, in addition to traditional bandwidth consuming network-based attacks, newer application-layer attacks are readily available and can be launched with smaller botnets, or, in some cases, even single computers.

“Our customers are our primary concern. The DDoS attacks could potentially be highly disruptive to our service and our customers’ ability to service their clients,” Weston said. “We had to do something to ensure our customers would not be affected.”

The Solution

The solution was Corero Network Security’s industry-leading DDoS defense technology. In short order, Fastmetrics evaluated, purchased and deployed Corero’s technology. Corero’s industry-leading DDoS protection detects incoming attacks and stops them in their tracks, ensuring uninterrupted service to Fastmetrics’ customers.

“Corero is a critical component of our security infrastructure,” Weston declared. “Their ability to stop increasingly sophisticated DDoS attacks ensures that we can continue to service our clientele at the level they expect and are accustomed to. It works very well, and for that I am appreciative.”

Corero’s on-premises DDoS defense appliance uses a patented DDoS detection algorithm and behavioral analysis to identify attack traffic and mitigate it. Corero’s solution is effective against both network- and application-layer attacks. Cloud-based anti-DDoS services complement the Corero’s solution under those circumstances in which the attack might saturate Fastmetrics’ multiple Internet pipes.

In addition to thwarting DDoS attacks, Corero’s solution also prevents malicious content attacks against Fastmetrics’ networks, stopping infiltrations that can result in the theft of company and customer data.

The Results

“We feel we are much more in control of our security with Corero’s solution protecting our network,” said Weston. “Our security, which allows us to service our customers, is still our main concern, but I sleep much better now knowing that Corero is a key part of our comprehensive security program.”

Corero gives Fastmetrics and its customers protection against DDoS attacks and all forms of malware-based attacks, including “the best detection of zero-day exploits available on the market,” Weston said.

Corero’s Next Generation Intrusion Prevention System (NGIPS), with built-in DDoS attack protection, provides superior throughput, unmatched detection and industry-leading low latency. Its Three Dimensional Protection (3DP) architecture prevents undesired access, detects and blocks malware and provides defense against all types of denial of service attacks.

“The service and support is outstanding,” Weston said. “The support personnel are knowledgeable and help right then and there. They know exactly where to go and what to do. I can’t say enough good things.”

And, Weston finds Corero’s solution reliable and easy to manage. “It doesn’t take much management,” he said. “It’s very straightforward and effective. I set up what I need to and leave it alone and it works.”

About Corero Network Security

Corero Network Security (CNS:LN), an organization’s First Line of Defense, is an international network security company and the leading provider of Distributed Denial of Service (DDoS) defense solutions. As the First Line of Defense, Corero’s products and services stop DDoS attacks, protect IT infrastructure and eliminate downtime. Customers include enterprises, service providers and government organizations worldwide. Corero’s appliance-based solutions are dynamic and automatically respond to evolving cyber attacks, known and unknown, allowing existing IT infrastructure -- such as firewalls -- to perform their intended purposes. Corero’s products are transparent, highly scalable and feature the lowest latency and highest reliability in the industry. Corero is headquartered in Hudson, Massachusetts with offices around the world. www.corero.com.

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