



BCI COMMERCIAL TELECOM COMPANIES, TELESYSTEM AND LINE SYSTEMS, DELIVER SERVICE EXCELLENCE WITH CORERO SMARTWALL® THREAT DEFENSE SYSTEM

SUMMARY

INDUSTRY

Communication, Internet, and Computing Solutions Provider

CHALLENGE

Successfully defend against frequent DDoS attacks

SOLUTION

Corero SmartWall® Threat Defense System (TDS) with SecureWatch® Analytics

RESULTS

- DDoS automated attack defense
- Immediate elimination of DDoS related downtime
- Augmented service availability and reliability

KEY BENEFITS

- Automated attack defense, eliminating the need for human intervention
- Enhanced visibility into Tier 1 link attack traffic
- Improved use of staffing resources
- Safeguarding customer confidence

Block Communications Commercial Telecommunications divisions, Telesystem (www.telesystem.us) and Line Systems (LSI) (www.linesystems.com) offer voice, Internet, and cloud computing solutions to thousands of commercial customers extending from the east coast throughout the Midwest. The companies focus on delivering solutions that are both reliable and highly available. Driven by quality, Telesystem and LSI have committed their vision to delivering solutions their customers can count on to keep them agile, productive, and connected.

CHALLENGE

Each day, Telesystem and LSI customers rely on constant connectivity to power universities, government agencies, schools, hospitals, financial institutions, and more. With no room for compromise, constant security is an imperative.

So when confronted by DDoS attacks, the Telesystem and LSI operations team took provisional measures to prevent outages and began looking for a permanent DDoS defense solution.

“We created a stopgap solution for a little while that bought us time to figure out which DDoS vendor we wanted to go with for the long term,” explained Stephen Clark, Director of IP Networks. “We looked at a variety of solutions, including inline and flow solutions we could deploy for ourselves as well as having our upstream carriers scrub the attack traffic. The latter approach was prohibitively expensive for short-term planning.” Mr. Clark went on to clarify that while that portion of their initial strategy would be included in later-stage planning, they were still intent on finding an effective frontline solution. He concluded, “Our immediate need was to stop the attacks affecting our Internet connections.”

“Corero’s SmartWall TDS keeps us at the leading edge of network security.”

- Stephen Clark
Director of IP Networks

THE SOLUTION

The Telesystem and LSI team evaluated several DDoS mitigation solutions over the course of about four months. The evaluation included a proof of concept with Corero's SmartWall® Threat Defense System (TDS). They installed the Corero box on one of the 10Gbps interconnect links and left it in place for the extended evaluation period. By the end of the PoC trial, Corero was the clear winner. The test box was transitioned to a lab environment and additional devices were installed on each of the vital interconnect links.

"The operations team at Corero worked with us hand in hand to get everything installed and up and running," according to Stephen Clark. "Network maintenance is scheduled during overnight hours to minimize potential impact. The Corero team was willing to collaborate with us on our 2 AM maintenance window to get everything racked, powered and initially configured. We brought up one link at a time over a period of two weeks. At that point everything was in mitigation mode and we were fully protected. It was all a very smooth process. Best of all, we now have a cutting edge security solution that fortifies our prior measures."

Telesystem and LSI now use the PoC box to perform compatibility testing with any proposed network changes. "It is a tremendous benefit to be able to test how well things work together before we go live with it, allowing us to further minimize unintended consequences," commented Eveland Morris, Director of Core Engineering.

"Corero's solution does exactly what we hoped it would do."

- Eveland Morris,
Director of Core Engineering

Corero is also working with the Telesystem/LSI team to develop custom reports. The Executive Summaries will provide key information including how much traffic was passed through the system, how much attack traffic was mitigated, the top 20 events in that time period, and when they occurred. By examining traffic trends, Telesystem and LSI will remain aware of increased threats and be equipped to make the best decision possible when it comes to the security and reliability of their network.

THE RESULTS

Since going live with the Corero solution, the Telesystem/LSI operations team rarely has to get involved with attack mitigation at all. "We have received alerts from the Corero Support Operations Center (SOC) team to make us aware of ongoing events. For the most part, Corero just gives us a courtesy notice to tell us it's already being blocked or in mitigation," reported Eveland Morris. "So far we have not seen any negative impact to our service availability. Corero's solution does exactly what we hoped it would do."

Stephen Clark added that Corero's automation feature is something that nobody else offered. "We specifically value the automated attack mitigation functionality. Corero's SOC monitors conditions for us and responds accordingly. Our team monitors traffic but we don't have to worry about it. We set it and forget it."

"Successfully defending against DDoS attacks is an important element to service excellence."

- Eveland Morris,
Director of Core Engineering

According to Robbie Robinson, Supervisor of IP Network Operations, Corero's automation maximizes his team's support cycles. "Before we installed Corero, we would often spend hours to stop an attack. That is valuable time we can now reinvest into keeping the network as efficient and dependable as possible."

Telesystem and LSI remain focused on security, capacity, and redundancy. Looking toward the future, the companies will leverage their new DDoS mitigation capabilities to create new product offerings for customers.

Telesystem and LSI credit Corero for helping bolster their customer's confidence. "Our teams are committed to maintaining optimal service levels," stated Eveland Morris. "Successfully defending against DDoS attacks is a fundamental aspect of service excellence."

ABOUT CORERO NETWORK SECURITY

Corero Network Security is the leader in real-time, high-performance DDoS defense solutions. Service providers, hosting providers and online enterprises rely on Corero's award winning technology to eliminate the DDoS threat to their environment through automatic attack detection and mitigation, coupled with complete network visibility, analytics and reporting. This next-generation technology provides a First Line of Defense® against DDoS attacks in the most complex environments while enabling a more cost effective economic model than previously available. For more information, visit www.corero.com

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