CASE STUDY

HUAWEI

Huawei Anti-DDoS Solution Aids Dutch ISP

Serverius, ranked fifth among data center operators in the Netherlands, wanted to provide more efficient and secure data center services for its customers, so the company built two data centers that support intra-city and remote disaster recovery. Disaster prevention and data backup significantly increase reliability. Serverius's two data centers are directly connected to European backbone nodes in Amsterdam and Frankfurt, which provide fast, efficient transmission services. Because of those advantages, Serverius's services developed rapidly. By enlarging the scale of their services, Serverius became a top-ranked data center operator. It offers services for more than 2,000 enterprises throughout the world.

Challenges

DDoS attacks pose the greatest threat to data center service continuity and are the most common attacks employed by hackers. Users are highly aware of this type of attacks and expect the industry to provide mature defense solutions.

However, in 2013, large-scale DDoS attacks interrupted even Spamhaus services and slowed network speed throughout Europe for one week. In 2014, the peak traffic rate of DDoS attacks increased to 400 Gbit/s; attacks and frequency increased exponentially. The inefficient network security environment caused unprecedented challenges for Serverius:

- The number of its customers steadily decreased for six months due to service interruptions
- Operation income fell by 5 percent, year-on-year
- Serverius's O&M personnel spent about 80 percent of their work days dealing with new network attacks, prolonging work time and increasing O&M costs

One example: A regular customer whose annual sales revenue exceeded one million Euros faced DDoS attacks several times each month, which led to huge business losses. As a result, the customer terminated its contract with Serverius.

serverius
connectivity & colocation

"Security services are urgently needed by customers in a market that generates high profits. By applying Huawei's Anti-DDoS Solution, Serverius has successfully entered the security service market with good results. Currently, Anti-DDoS has become one of our three major value-added services."

Gijs van Gemert
Serverius CEO

Executive Summary

Industry
ISP

Challenges

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- Operation income fell by 5 percent, year-on-year
- Serverius's O&M personnel spent about 80 percent of their work days dealing with new network attacks, prolonging work time and increasing O&M costs

Solution

- State-of-the-art service awareness technology
- Big Data analytics that is used to set up a traffic model of 60 dimensions based on service traffic. Subtle changes in any dimension are met with quick responses
- Integrated global IP reputation and fingerprint recognition technologies that can rapidly respond to various types of DDoS attacks
- A set of open APIs enable fast interconnection with Serverius's cloud platform and meet the company's requirements for customized and automated operations

Benefits

- Helped more than 2,000 customers successfully defend against 40,000 DDoS attacks
- Prevented over 200 Gbit/s peak attack traffic
- Enabled automated processing that reduced O&M costs and increased customer satisfaction
- Provided a rate of return on customers' security services of 112 percent

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Solution

After quickly analyzing its operations and network security defenses, Serverius found out that all of its lost customers left for the same reason, that is, they were unsatisfied with services intended to protect their networks against cyber attacks. The company also discovered that some rival data center operators, whose operating revenues had been increasing rapidly — even during these severe attacks — were defending customers with security Value-Added Services (VASs).

Serverius senses an opportunity: Security VASs can guarantee customer service continuity in environments where cyber attacks frequently occur. Although data center operators can use security VASs to increase competitiveness and operating benefits, Serverius discovered that fewer than 15 percent of data center operators in the Netherlands were using them. At this point, the company quickly formulated its security protection and operation plan.

With the Serverius-developed Toolbox operating platform, Serverius can automatically schedule existing servers, networks, and services, perform configuration, and generate reports. The security protection solution would need to be integrated with Toolbox for automated management. The security solution also would have to include network, application, and data security. Different security layers would require different security solutions and O&M skills.

Serverius chooses Huawei: After painstaking tests with several vendors, Serverius chose the Huawei Anti-DDoS Solution because of its flexible deployment capability, and powerful and accurate defense features. These include:

- State-of-the-art service awareness technology
- Big Data analytics that is used to set up a traffic model of 60 dimensions based on service traffic. Subtle changes in any dimension are met with quick responses
- Integrated global IP reputation and fingerprint recognition technologies that can rapidly respond to various types of DDoS attacks
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Benefits

The Huawei solution:

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After one year of operation, Huawei's Anti-DDoS Solution greatly reduced emergency processing time in the data centers. More importantly, the solution helped Serverius attract more customers and increase its revenues.

"Security services are urgently needed by customers in a market that generates high profits," said Serverius CEO Gijs van Gemert. "By applying Huawei's Anti-DDoS Solution, Serverius has successfully entered the security service market with good results. Currently, Anti-DDoS has become one of our three major value-added services."

For more information about Huawei DDoS Protection Systems, please visit:
http://e.huawei.com/en/products/enterprise-networking/security/anti-ddos

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