

ISP Achieves Business Growth and Customer Trust with a Security Platform from Hillstone Networks

The Customer

One of the largest Internet Service Providers (ISP) in Colombia, this Hillstone customer has been in business for more than ten years in the market with a national operation. The ISP is a market leader in the country, managing connectivity for more than 100 municipalities, approximately 3600 corporate clients, as well as managing operations for 145,000 customers.

The Challenge

The ISP customer aspired to be a trusted cloud service integrator and help move new and existing clients' infrastructure to the cloud through a new cloud-based service. The objective for this new service platform was to make the client network and operations more effective, improve overall network performance, lower costs, as well as to decrease time-to-market for their products. In addition, the ISP hoped to generate a new revenue stream for their business. The ISP customer wanted to deliver a highly secure and reliable connection from their data centers to a client's Multiprotocol Label Switching (MPLS) network, so the clients could seamlessly add new, or move existing applications to the cloud over a high-performance network.

Several obstacles stood in the way of making this project a reality. It was essential that the services give clients the same or even better level of security than they already experienced in their private networks, since the ISP's existing platform only provided perimeter security and didn't have the capability to address the entire security spectrum. It also required clients to have advanced threat prevention capability with high performance, remote VPN access. The ISP customer's existing security solutions placed constraints on the company's vision for a new cloud service.

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The Solution

The ISP customer needed a modern, multifaceted, next-generation security solution to protect its cloud services platform, and to deliver hosted/managed firewall services. It had a lot riding on a move to a new solution. Investing in a new technology would incur costs and involve some risks, including: client reaction to a new security platform, reliability, ease of management, scope of security capabilities, the speed of deployment and migration, as well as customer onboarding.

The ISP customer looked to Hillstone for a solution. The Hillstone Networks Data Center Firewall X7180, chosen by the ISP, delivered a high level of security, carrier grade reliability, fast onboarding, and comprehensive security functionality, all integrated into one complete platform that helped them offer a robust, secure Firewall as a Service (FWaaS) to clients. Features such as the firewall and Anti-virus, Intrusion Prevention, URL filtering subscriptions delivered a single, natively integrated platform to protect their clients' assets, as well as all end-users, through one simple monitoring and reporting interface.

In addition to their requirements, features such as granular application identification and visibility are critical in securing today's application-intensive computing environments. Through the Hillstone X7180 data center security platform, the customer has recognized that it can gain superior network

visibility and stronger security for its cloud services. "It was a bit of a leap of faith to switch security platforms, but after testing it, we were very comfortable with the stability, security and capabilities of Hillstone Networks," said the ISP IT manager.

The X7180 data center firewall is built on Hillstone's Elastic Security Architecture. It can be provisioned as an on-demand service option complete with service level agreements (SLAs). Service providers can dynamically adjust resource allocation (CPU, sessions, policies and ports) for each virtual firewall in response to SLAs. So far, the ISP has on-boarded about 50 customers to their X7180 based platform, with the goal to scale and grow the business over three phases and ultimately reach 250 clients with the new solution.

Customer satisfaction has increased with the move to Hillstone. "Clients say their services are running a lot faster since the migration," says the IT manager, "I like that the service hasn't degraded as we activated more features." The ISP and its clients are benefiting in other ways, as well. In the past, customers were required to have their own filtering and other security solutions on premises, and the ISP had to run a separate remote access server. Now, with the rich functionality of Hillstone, the ISP clients can eliminate these devices from their infrastructure, increasing operational efficiency by 50 percent.

The Conclusion

The decision to go with Hillstone has produced the results the ISP desired. In just six months since deploying Hillstone, the ISP onboarded more clients successfully and achieved a strong return on their investment. "We have a complete platform with Hillstone Networks, which is strategically very important to us," concluded the IT manager, "We've gotten visibility into threats at the application level, and it allows us to see what users are doing. The fact that everything is integrated into one platform with one reporting interface – and that we can scale and onboard customers without any impact on performance or the need for more overhead – is simply fantastic!"

