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NIKUNJ KAMPANI, IT DIRECTOR, SYSCON INFOWAY

SYSCON INFOWAY FIGHTS OFF CYBER-ATTACKS AND POTENTIALLY DAMAGING OUTAGES WITH DDOS PROTECTION

MANAGED DDOS SERVICE SAVES UNTOLD MILLIONS OF DOLLARS WHILE KEEPING CUSTOMERS LOYAL

CASE STUDY | SYSCON INFOWAY
PRODUCT CATEGORY | MANAGED SECURITY SERVICES

OVERVIEW AND RESULTS

Offering IT services to thousands of customers across a wide geographic region, Syscon Infoway began to experience harmful DDoS attacks in August 2016. That culminated in a disaster resulting in six days of network downtime and a loss of around one million US dollars in revenue. Worse, some customers went elsewhere.

To repel the attacks and get its services and that of its customers back online, Syscon Infoway turned to Tata Communications. Seeing the urgent nature of the situation, an innovative DDoS solution was deployed inside one week, even prior to a signed contract. Since choosing the Tata Communications Managed DDoS Service, Syscon Infoway:

- Has experienced no downtime during any DDoS attack regardless of its severity, thus saving millions of dollars in revenue
- Enjoys fully managed service with continual threat monitoring and escalation
- Sees 24/7/365 uninterrupted Internet performance and availability

The timely intervention by Tata Communications means Syscon Infoway and its customers can rely on continuous protection. With its huge global capacity and multiple scrubbing farms, the Tata Communications Managed DDoS Service stops cyber-threats in their tracks.



About Syscon Infoway

Mumbai-based Syscon Infoway provides broadband, managed and enterprise solutions including website hosting, Internet leased lines, and IP VPN services. Its wide range of solutions supports critical online traffic and applications for thousands of enterprise and smaller businesses, as well as public organisations and individuals, across a wide region.

For more information go to:
www.sysconinfoway.com

CHALLENGE

For years, the bought-in DDoS mitigation service used by Syscon Infoway seemed sufficient. But then disaster struck. A co-ordinated series of multi-focused DDoS attacks, executed by an unknown perpetrator at speeds of up to 200Gbps, couldn't be stopped. Within seconds the direction of the attack would switch from one IP address to another. Bandwidth was choked and critical services, including those of many customers, were blocked.

Vital email, Internet gateway, and related infrastructure services – including those used by police services – were affected. This severe outage went on for six days.

With its reputation for quality and reliability at stake, Syscon Infoway had to move quickly. The financial cost was running at one million US dollars over the period of the attack. And the company was steadily losing customers.

Nikunj Kampani, IT Director, says: “We needed a quick fix. Fortunately, we were already using Tata Communications global Internet services. We contacted them with an urgent message: please protect us immediately.”



100 PERCENT THREAT AVOIDANCE

Since the Tata Communications Managed DDoS Service was deployed in August 2016, Syscon Infoway hasn't experienced downtime due to a DDoS attack, protecting untold hundreds of millions of dollars in revenue. Moreover, it has the confidence of knowing Tata Communications is continually innovating to meet the ever-changing threat landscape.

Tata Communications has a comprehensive roadmap for future DDoS development, and is continually increasing the number of scrubbing farms. Product teams ensure the company stays one-step ahead of malcontents and criminals by anticipating their next moves. This allows its customers to add additional protection as soon as it becomes available.

“In August 2016, our infrastructure was subjected to an extended attack lasting for over 15 days,” Nikunj says. “But the fully managed DDoS service from Tata Communications meant neither us, nor our customers, experienced any downtime.”

PROTECTING REVENUE AND REPUTATION

Thanks to the Tata Communications solution, Syscon Infoway can take comfort in knowing that critical online services will never again be interrupted by DDoS attacks and similar threats. That confidence will enable it to better sell services and products to new and existing customers, which means it can rebuild its fortunes knowing its IT infrastructure can never again be compromised.

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BENEFITING FROM A FULLY-MANAGED SERVICE

Because the Tata Communications security service is fully managed, Syscon Infoway can focus scarce IT resources on the development of other customer-centric solutions rather than engaging them on DDoS protection.

Additionally, Syscon Infoway has the confidence of knowing expert teams of engineers located both locally and around the world are available to protect its networks against intruders.

“The knowledge and expertise resident in Tata Communications is excellent,” says Nikunj. “It has a deep well of resource instantly available should we need it. Most importantly, we know our infrastructure is now always protected around the clock.”

EFFECTIVELY FENDING OFF CYBER-ATTACKS

Today, Tata Communications Managed DDoS service fully guards the company against malicious and potentially dangerous attacks. There is no risk of outage. Syscon Infoway and its customers stay online and operational throughout an attack with no disruption to service performance. The solution fends off cyber-attacks so effectively that customers don’t notice a difference in response times on websites or apps under threat.

“Our legacy network solution that we used for close to three years didn’t have the strength or capacity to stop the attacks,” says Nikunj. “But the Tata Communications DDoS Managed Service solution has huge capacity. It can handle any level and direction of harmful traffic. The company’s security operations centre team quickly escalates the solution to ward off any threat.”



SOLUTION

To stop the cyber-attacks in their tracks and restore service performance, Tata Communications instantly deployed an interim DDoS protection service. This redirected infected traffic to scrubbing farms to remove harmful infections. That freed-up bandwidth and instantly allowed critical services to be restored for Syscon Infoway and its customers.

“Tata Communications did everything as quickly as possible to mitigate the network attack. They instantly grasped the extent of the situation and deployed a DDoS solution, even before a contract was signed,” Nikunj says. “While we immediately addressed the problem at hand, we needed a solution that could address the ever-changing threat landscape.”

To ensure long-term protection, Syscon Infoway signed-up to the Tata Communications Managed DDoS Service, which offers 24/7/365 threat monitoring along with real-time escalation. In the event of an attack, the malicious traffic is automatically directed to one of seventeen Tata Communications scrubbing farms. Globally spread, it’s there that the traffic is cleansed and safely forwarded to its intended destination.

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MITIGATING FUTURE THREATS

Global cyber-criminals are constantly searching for new ways to beat even the most robust protection solutions. Tata Communications gives its customers the confidence that it is constantly updating its DDoS Managed Service to stay one step ahead of such malcontents. For example, it has deployed threat intelligence services using flow data from backbone routers to conduct predictive analysis aimed at thwarting DDoS attacks.

With the Tata Communications solution, high-level Internet infrastructure attacks as well as lower level data centre incursions are successfully blocked to ensure 24/7/365 availability, which is a must-have requirement for Syscon Infoway and similar service providers.

Nikunj concludes: “The Tata Communications DDoS Managed Service has proven to be an outstanding success. We’re again poised for growth and we’re considering other security solutions from Tata Communications to protect us in future.”

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THE TATA COMMUNICATIONS MANAGED DDoS SERVICE

Delivered over its own Tier 1 IP backbone network, the Tata Communications Managed DDoS Service scrutinises network traffic in real time to identify anomalies and quarantine attack traffic. Only malicious traffic is blocked – legitimate traffic continues to flow. Key benefits of the service include: state-of-the-art DDoS analysis technology to anticipate and mitigate threats before they reach customers’ networks; access to 17 live scrubbing farms globally; and reduced attacks at vital points like WAN routers and web servers. The fully-managed nature of the service offers complete 24/7/365 ownership, including design and deployment, by our security operations centre.

About Tata Communications

Tata Communications Limited (CIN no: L64200MH1986PLC039266) along with its subsidiaries (Tata Communications) is a leading global provider of A New World of Communications™. With a leadership position in emerging markets, Tata Communications leverages its advanced solutions capabilities and domain expertise across its global and pan-India network to deliver managed solutions to multi-national enterprises, service providers and Indian consumers.

The Tata Communications global network includes one of the most advanced and largest submarine cable networks and a Tier-1 IP network, as well as nearly 1.5 million square feet of data centre and collocation space worldwide.

Tata Communications’ depth and breadth of reach in emerging markets includes leadership in Indian enterprise data services and leadership in global international voice.

Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India.

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