

Case Study

Large European MSSP Adds Cloud-Based Managed Firewall Services, Increasing Market Share and Revenue

Hillstone NGFWs and HSM form backbone of new security services to address SMB market



Customer Profile

Customer

Vunkers

Sector

ISP/MSSP/Information Technology
and Services

Location

Catalonia, Spain

Scope

Develops projects for global clients;
offers managed IT & security services
and IP telephony

Size

Five locations in Spain & Andorra;
worldwide operations

Challenges

Develop a cloud-based NGFW-as-a-Service
to serve existing SMB customers, increase
market share and revenues

Requirements

- Provide affordable, advanced cybersecurity services for client base
- Reduce costs and increase efficiency with centralized monitoring and management
- Ensure high availability, performance, reliability and security of the services
- Achieve return on investment in a relatively short timeframe

Result

Vunkers is now protected from malware, ransomware, phishing, DoS/DDoS, breaches and other threats; initial capacity sold out in only six months, achieving a fast ROI.

The Challenge

Building a New MSSP Service from the Ground Up

Vunkers IT Experts, SLU is headquartered in Lleida, Spain with additional offices in the Catalonia region and Andorra. The company offers a broad range of IT, ISP, MSSP, and IP telephony services worldwide. For its small and medium sized business customers (SMBs), the team determined that high-quality cybersecurity was typically out of reach in terms of both cost and manpower.

For these and other customers, the Vunkers team developed a cloud-based next-gen firewall-as-a-service offering to provide secure internet access, establish high-speed connections for remote and mobile users, with WAN links to tie it all together. The project's overall goal was to increase market share, reduce customer churn, and develop new revenue streams for Vunkers – all through a flexible, affordable pay-per-month model.

The team undertook a full, from-the-ground-up design process for the project, including user research, architecture design, development, testing and deployment. In addition to a broad and robust range of security capabilities in the NGFWs, continuous uptime and responsive vendor technical support would be required in order to assure a high-quality service offering and customer satisfaction. Initially, two different vendors' products were implemented as a crosscheck of product capabilities as well as vendor support and response times.





The Solution

New NGFWaaS a Resounding Success

In the end, the other vendor was eliminated due to concerns regarding service and support, and Vunkers installed nearly 40 Hillstone NGFWs to deliver the new service. In addition, Hillstone's HSM security management platform was installed to provide centralized management and monitoring. Despite the careful forecasting and pre-planning, all service capacity was maxed out within 6 months, rather than the year that they had projected – far exceeding the team's expectations.

Hillstone's NGFWs include a wide range of network security and advanced firewall capabilities, including comprehensive threat protection and excellent energy efficiency and price/performance correlation. Coupled with Hillstone's HSM, the solution provides in-depth and granular visibility with centralized control and management. Remote management allows Vunkers' staff to monitor and manage clients' respective security postures remotely, reducing costs and improving efficiency.

Hillstone's NGFWs include expanded security features like intrusion prevention, web filtering, application control and VPN to protect clients against a wide variety of cyberthreats including malware, ransomware, phishing, denial-of-service (DoS) attacks and data breaches.

In addition, the NGFWs features granular application identification and control, allowing fine-grained management of web-based and other applications to prevent potential threats posed by high-risk applications. It also offers policy-based control of applications, users and user-groups, and can guarantee bandwidth for mission-critical applications while defending against unauthorized or malicious applications.

The Critical Need for Security amongst SMBs

As cybercriminals grow ever-more sophisticated and malware more insidious, crippling and commonplace, the need for a strong security framework has become evident to companies and other organizations of all sizes. In addition, nations and other regulatory bodies have issued security requirements that apply across the board, no matter the size of the subject organization.

For small and medium sized organizations, however, initial costs and the lack of qualified cybersecurity personnel can make purchase, installation and management of a robust security infrastructure a relatively high hurdle. For these and other reasons, managed cloud security services – provided through an MSSP or similar provider – can be a much more affordable and highly attractive option.

“ This technology solution adds value to our customer base, and helps us remain competitive in the market. ”

Mr. Jordi Cortes
Vunkers' Chief
Technology Officer



Conclusion

A Highly Successful Managed Security Offering

For the Vunkers team, the new Hillstone-based cloud NGFW-as-a-Service offering has achieved a high degree of success, and end-customers have given very positive feedback and testimonials. They noted in particular the security, performance and flexibility of the cloud-based solution. With the successful launch and implementation of the service, as well as a very fast ROI, Vunkers looks forward to growing their capabilities to support even more SMB customers in the future.

Learn more about Hillstone products mentioned in this case study

Next Generation Firewall (NGFW) ⇒

Hillstone Security Management Platform (HSM) ⇒



Read about Hillstone solutions

Cloud Workload Protection (CWPP) ⇒

Extended Detection & Response (XDR) ⇒

Zero-Trust Network Access (ZTNA) ⇒

Secure SD-WAN ⇒

Micro-segmentation ⇒

Network Detection & Response (NDR) ⇒