

Guaranteeing Resilience and Security: How a Global IT Leader Achieved 100% Uptime with AppTrana WAAP

SOLUTION HIGHLIGHTS:

- Zero-downtime onboarding with **hundreds of applications** deployed in block mode
- **0 false positives** and sustained **100% uptime** for all sites
- **50+ million** DDoS, bot, zero-day, and API attacks blocked per quarter
- 24*7*365 monitoring of the sites for blocking targeted attacks
- ~400 virtual patches deployed

ABOUT THE CUSTOMER:

The customer is one of the world's largest IT services firms, operating in 30+ countries and serving over 100 Fortune 500 customers.

BUSINESS CHALLENGES & REQUIREMENTS

- The company was in search of a WAAP that they could deploy for protecting both their public-facing and internal usage systems (**hundreds of applications**)
- Despite exploring distinct options, they found it tough to find a **WAF that guaranteed day zero deployment with zero downtime**
- The organisation was extremely concerned about the application's uptime after deploying a WAAP, as downtime to any application would significantly affect its business operations. They wanted an **uptime SLA of at least 99.999%** for all their sites from the vendor
- Additionally, the security team also wanted a vendor who could **manage the false positives below 1%** and offering comprehensive protection against various application attacks
- Continuous monitoring of all their applications and prompt **alerts and, blocks of complex attacks** was an additional requirement
- Given the importance of security and the oversight from the board, the management team needed **detailed report** highlighting the attack details to share in Quarterly Business Reviews with the board

SOLUTION BY INDUSFACE:

- **Structured deployment of hundreds of applications**
 - » Indusface deployed the all the applications on AppTrana WAAP in block mode with zero downtime
- **Uptime**
 - » Indusface **guaranteed a 100% SLA** with the AppTrana WAAP (hosted on AWS). Furthermore, AppTrana's architecture is designed for large failures - applications can be directly bypassed from WAAP, and the downtimes can be further avoided
 - » Furthermore, Indusface also ensured **round-the-clock protection** against DDoS and bot attacks through auto-scaling an unmetered protection. The customer was **charged only for the legitimate traffic** that passed to their origin server

- **Zero false positives**
 - » Indusface provided **zero false positives assurance** to the organization on all security policies including core rules, application specific custom rules and zero-day vulnerabilities
- **Comprehensive protection with 24*7 support & virtual patching**
 - » AppTrana WAAP blocked most of the DDoS, bot, zero-day, and vulnerability-focused attacks with its core rules
 - » In case of any custom/targeted attacks, the Indusface **24*7 managed security services team** made sure to monitor and alert these attacks to the customer instantly and created **SLA-backed virtual patches** to thwart the attacks
- **Reporting**
 - » The AppTrana dashboard comes with a **360° unified view** that provides details of the entire application & API security risk posture, insights into the cyber-attacks and steps taken to mitigate them
 - » The management team of the company were provided with a **consolidated report for quarterly business review**, which they could further share with the board members and take necessary steps to improve their security posture

With the help of all the above solutions addressing the specific needs of the customer, Indusface has become a trusted partner for them and has been keeping their business protected ever since 2019

RESULTS:

- Zero-onboarding time with **hundreds of applications deployed in block mode**
- **Successfully protected over a hundred public-facing and internal usage applications**
- **Millions of DDoS, bot, zero-day, and API attacks** blocked over a span of 5 years
- Recorded **zero cases of downtime** since the deployment of AppTrana