CASE STUDY

UKCloud & Neustar Case Study

Public safety entity uses UltraDDoS Protect with UltraWAF for ultimate attack response

The rapid implementation of UltraWAF stops attackers in their tracks while complementing UltraDDoS Protect for ongoing risk mitigation and peace of mind.

The Challenge

A public safety organisation in the United Kingdom relies on their host partner UKCloud for safe, uninterrupted operations of citizen-facing websites for seamless public interactions and timely responses. UKCloud, partnering with Neustar since 2016, offers UltraDDoS Protect to protect individual customers' web services from malicious attacks, as well as volumetric DDoS attacks.

The organisation subscribes to UltraDDoS Protect for always-on protection for a number of services hosted on UKCloud. However, the customer's users began experiencing access issues to some of their web services. UKCloud was alerted to virtual machine and network issues indicating that the services, which were not covered by UltraDDoS Protect, appeared to be under a sustained DDoS attack.

While investigating and bringing the affected web services under UltraDDoS Protect, Neustar Security Services and UKCloud discovered that they were dealing with a sophisticated application-level attack. The perpetrator constantly shifted their point of attack to evade mitigation measures, resulting in unpredictable access. This unpredictability further raised the risk of eroding confidence in the public safety organisation as communications stalled and resources were stretched.

The Solution

"As powerful and dependable as UltraDDoS Protect is at defending against considerable volumetric attacks, the customer was now facing sophisticated, low-volume application-level attacks," said Steve Lawrence, Chief Growth Officer at UKCloud. UKCloud and Neustar Security Services determined that augmenting existing security measures with UltraWAF could curb the assault,

Under normal conditions, tuning a web application firewall (WAF) to distinguish between normal and nefarious traffic takes several weeks and relies on baselining. "In the midst of an attack, we didn't have the luxury of baselining against normal traffic," explained Lawrence. "It took all the skill and expertise of Neustar Security Services' security engineers to implement a rule set during an attack that would not only block malicious traffic but permit all good traffic to restore services to the public".

> *"The collaboration between Neustar Security Services and UKCloud was commended by the customer at the highest level. This was a masterclass in two partner organisations working together to help a customer in need"*
>
> **Steve Lawrence,**
> Chief Growth Officer, UKCloud

The Results

In just a few days, UKCloud and Neustar Security Services were able to help the customer configure UltraWAF to protect their web services from both volumetric and application-level attacks, effectively putting an end to the persistent onslaught. "The collaboration between UKCloud and Neustar Security Services was commended by the customer at the highest level. This was a masterclass in two partner organisations working together to help a customer in need," reflected Lawrence.

The experience also reinforced the importance of integrating WAF and DDoS mitigation security strategies to avoid falling victim to an attack. These services are fundamental in protecting digital assets from external threats. Having them in place provides organisations with confidence that they can securely provide the best experience and continuity of service for their users.

neustar®   ⊗ ukcloud