

LevelB/ue



CUSTOMER STORIES / INDUSTRY SUPPLY CHAIN LEADER

# DDoS Attacks Solved by Prolexic DDoS Cybersecurity Services

## Overview

A large supply chain company was subjected to a cyberattack and was mitigating the DDoS attacks internally using its own technical resources and an additional solution from a third-party provider. The LevelBlue account team, upon learning of the situation, presented their comprehensive portfolio of Cybersecurity solutions. This case study discusses how LevelBlue implemented an always-on, carrier agnostic, volumetric DDoS solution to fortify the business' defense, thereby safeguarding it against future DDoS attacks.

## Introduction

A large supply chain leader encountered a series of DDoS cyberattacks. To counter these, the firm deployed in-house mitigation strategies, involving manual intervention at the router and firewall levels. Their existing security consulting partner recommended adding an additional vendor as an extra layer of support. However, this approach resulted in the unintended blocking of valid clean traffic, adversely impacting the company's downstream business units. In response, the company initiated exploration of the volumetric DDoS market, which led them to LevelBlue. Upon understanding the gravity of the attack, LevelBlue presented our Cybersecurity portfolio, highlighting features such as a managed services platform, carrier-agnostic approach, and an industry-leading, zero-second mitigation SLA. The firm, convinced of LevelBlue's competitive edge and value after several technical workshops, opted for LevelBlue's solution. Additionally, during the sales process, we were also able to sell upgrades to the customer's subsidiaries.

## Challenges

- The customer did not have an always-on DDoS solution in place. This left them vulnerable and unable to quickly defend against a sustained DDoS cyberattack on their business systems.

### Solutions

- LevelBlue Content Delivery Network (CDN) Prolexic Volumetric DDoS Service
- CDN Edge DNS

**LevelBlue provided the supply chain company with solutions that met the challenges they were facing:**



By providing access to top DDoS technical experts to answer all their questions



By being able to provide the desired mitigation quickly



By offering a robust DDoS solution that met their always-on and carrier agnostic requirements

- The customer attempted to mitigate the attack manually in-house with the help of DDoS mitigation tools supplied by a third party. However, this approach led to additional business impacts as valid clean traffic was being blocked along with the attack traffic.
- The attack drained the company's technical resources, which were needed to maintain the manual mitigation efforts.
- The customer realized that they could not leave their mission-critical architecture at risk to further DDoS attacks. These attacks compromised their ability to conduct business, and their current manually initiated approach was not fully mitigating these attacks.
- Following the attacks, the customer reviewed various DDoS mitigation providers. Their requirements included carrier-agnostic and always-on as mandatory features.



**A key moment in the process was the series of workshops held between the customer and a large team of technical experts from LevelBlue.**

These workshops expedited the customer's understanding to quickly see the value of an always-on solution that also enabled the company to perform its own forensic investigation of each attack.

LevelBlue, in close collaboration with the customer and the LevelBlue-sponsored technical team, tailored the solution to meet the company's specific needs.

LevelBlue successfully demonstrated to the customer the power of the CDN Prolexic DDoS always-on solution in combating volumetric DDoS attacks. Since the customer used multiple internet providers, a carrier agnostic solution was critical.

Edge DNS was integrated to protect the customer from non-existent domain attacks and other potential threats to their DNS resolvers. This ensured that the company's end customers could sustain their access, regardless of any such attacks.

## Conclusion

LevelBlue played a vital role in bolstering the supply chain company's defensive capabilities against DDoS attacks. The comprehensive solution provided by LevelBlue addressed the organization's immediate concerns and equipped them with protection against future large volumetric DDoS attacks.

# About LevelBlue

We simplify cybersecurity through award-winning managed security services, experienced strategic consulting, threat intelligence and renowned research. Our team is a seamless extension of yours, providing transparency and visibility into security posture and continuously working to strengthen it.

We harness security data from numerous sources and enrich it with artificial intelligence to deliver real-time threat intelligence. This enables more accurate and precise decision making. With a large, always-on global presence, LevelBlue sets the standard for cybersecurity today and tomorrow. We easily and effectively manage risk, so you can focus on your business.

**Cybersecurity. Simplified.**

**Contact us to learn more, or speak with your LevelBlue sales representative.**