

# Security Solution Deployment Series:

## Managed Firewall Service

*Securing critical VoIP application housed in  
multiple data centers worldwide*

## Customer’s Industry and Business Nature

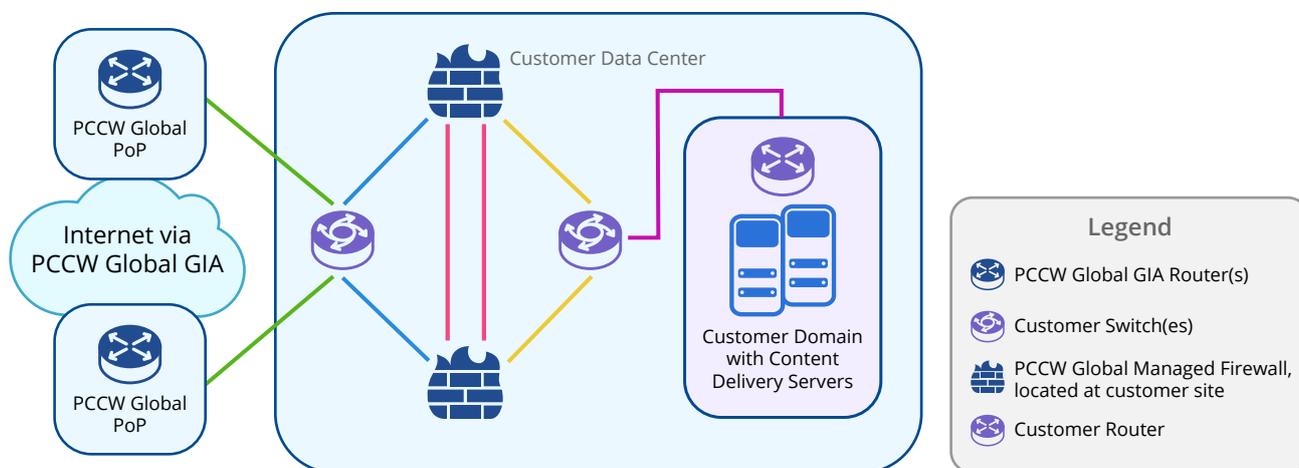
This large international organization provides financial and technology services, mainly to the global financial community. Technology services provided include data center services, interoffice connectivity, and an Extranet (with SIP-based Voice subsystem) that enables communication and information exchange among capital market participants, such as traders, clients, brokers, etc.

## Customer’s Needs and Solutions Provided

 Need or Challenge that customer was facing	 How the proposed security offering addressed the challenge
<p>As a large worldwide organization with very demanding clients, this customer was <b>looking for a strategic security partner</b> that combines an advanced technology platform with vast cyber-security expertise, as well as to provide global internet access</p>	<p>A customer needs analysis conducted by PCCW Global's security expert team uncovered a number of issues pertaining to the securing of the critical system. It was determined that these needs would be covered by PCCW Global's Managed Firewall Service (MFW), along with the company's Global Internet Access (GIA) service to fulfil the requirement for internet connectivity. PCCW Global's network footprint spans over 3,000 cities in over 160+ countries across five continents.</p>
<p>The customer’s specific need was for securing a core business VoIP <b>solution based in five data centers located around the world</b> in regards to protecting Internet traffic, filter access and face malware (e.g. against VoIPbuster)</p>	<p>The proposed solution covered the customer's requirements for certain security features and services, per site / data center, considering the different topology at each site. It was ensured that all traffic is first examined against the firewall enforcement policies, and only explicitly selected traffic is terminated on the protected customer's solution content servers. Traffic patterns that did not match the desired criteria are blocked before reaching the targeted servers. Each policy is configured for full packet inspection from Layer 3 to Layer 7 of the OSI model. Stateful packet inspection in traffic streams that traverse the firewall Packet payload inspection is managed by IPS filtering for known vulnerabilities mitigation.</p>

 Need or Challenge that customer was facing	 How the proposed security offering addressed the challenge
<p>The challenge was for a customized security firewalling <b>solution that incorporates optimum appliance selection</b> per site / data center with high availability and activation center of the appropriate security features</p>	<p>The most appropriate firewall appliances were selected per site towards various parameters and current and near-future customer needs, optimizing the firewall leasing costs and covering high availability requirements.</p>
<p>Solution would <b>need to be scalable</b> to accommodate new / updated requirements and re-examination every two years</p>	<p>The offered solution covered the 2-year examination schedule, and the overall design can host additional similar requirements, offering scalability.</p>
<p>The customer required <b>24x7 support, including real-time monitoring, alerting and reporting</b> capabilities. Responsive and efficient incident handling by a suite of expert security analysts challenged many proposed vendor solutions</p>	<p>PCCW Global's in-house developed threat intelligence platform and Security Operations Centers (SOC) services became the differentiating attributes to our proposal. They are part of the solution that fulfil security monitoring, threat intelligence, reporting and incident handling activities.</p>
<p><b>Strong support</b> capabilities were also a demand by this customer. On-site intervention and faulty part replacement were viewed by the customer as critical to its success</p>	<p>PCCW Global's worldwide support scheme included on-site intervention and premium RMA (Return Merchandise Authorization) process. This customer considered these aspects as another key differentiator in its decision making process.</p>

## Managed Firewall Service Delivers Connectivity and Security



PCCW Global Managed Firewall Service offers robust protection over global internet access

## Combining Technology and Services Delivers an Optimal Solution Design

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PCCW Global formulated a multi-departmental engineering and presales team to analyze network infrastructure, security environment and the customer's needs and expectations, in general and in the specific demand to protect one of their core service platform.

Key aspects of the solution included:

- In each of the five data centers, the solution was equipped with two Fortinet Next Generation Firewalls (high availability in active /standby mode); each had an Internet link (provided by PCCW Global's GIA service) connected to it
- All inbound traffic is examined and filtered, eliminating the amount of traffic and the necessary security features to be applied
- Critical monitoring, alerting and reporting is provided by PCCW Global's threat intelligence platform and management portal

## Why Customer Chose PCCW Global

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- A one-stop shop, providing both connectivity (GIA) and security services (MFW)
- Turn-key solution following MSS (Managed Security Services) concept
- Minimal upfront investment required
- Firewall appliance lifecycle management, including appropriate initial device selection, fast faulty part replacement, device scalability and fulfil specific needs at each one of the five sites
- For more info regarding PCCW Global's Managed Firewall Service, please visit <https://www.pccwglobal.com/our-services/security/managed-firewall-service/>

## Managed Security Services from PCCW Global

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PCCW Global offers an enterprise security portfolio customised to your organisation's needs. Unmatched in ability to help you disrupt new threats, deploy security innovations and reduce the cost and complexity of IT security, PCCW Global's family of security services can safeguard your most critical data from compromise. These services and more, when added to PCCW Global's core networking and communications services, offer the industry's most robust cyber defence and data protection, enabling clients to maximise business operations while minimising costs.

## About PCCW Global Ltd

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PCCW Global is a Top 10, Tier 1 global telecommunications and internet services provider offering the latest voice, data solutions and value-added services to multi-national enterprises and communication service providers. Our global network footprint spans over 3,000 cities across 160+ countries, and combined with local, on-the-ground resource knowledge, has helped us build best-in-class connections across the globe; and especially in some of the most remote, hard-to-reach regions in exciting growth markets across Asia, Africa, Latin America and the Middle East.