



Case Study

Managed Cloud Provider Adds Powerful Security Protection for Cloud Services

PT Datacomm Diangraha fortifies its private cloud with security and control.



Background

PT Datacomm Diangraha was founded over 30 years ago to serve Indonesia with managed IT services. What began as a local startup with just 10 employees is today a thriving, nationwide provider of private managed clouds, infrastructure as a service (IaaS) and platform as a service (PaaS) solutions employing over 450 professionals.

As PT Datacomm's range of services has expanded over time, so have their customer requirements. The days of single-office connectivity and on-premises data storage have long since passed, and today's customers need robust, elastic infrastructure that scales up and down to meet their performance demands.

With PT Datacomm's customers continuing to move more and more of their assets to the cloud with increasing control and automation, their needs for equally-granular and robust security coverage are increasing as well.

PT Datacomm's solutions portfolio wasn't developed overnight. In addition to building out their cloud capabilities, they also developed a thriving managed services business. Naturally, there were components and solution stacks in their own infrastructure that required consideration and innovation to work with and to continue to deliver exceptional value to their customers.

The Challenges

A combination of managed services and customer-controlled environments meant that PT Datacomm needed a solution that spans multiple user types and control planes. This duality could easily add complexity to any deployment, so Hillstone Networks emerged early on as a leading provider of a consolidated solution that would, in fact, reduce complexity.

Customer tenancy

Deploying a solution for the internal use of a security customer is one thing. Deploying a solution to the customers of a customer is another challenge altogether. The solution would need to offer capabilities on both sides of the so-called fourth wall between the platform provider and their customers.

Customer Profile

Customer

PT Datacom Diangraha

Sector

IT Services

Location

Indonesia

Scope

Nationwide provider of private managed clouds

Size

Over 450 employees

Challenges

Securing a combination of managed services and customer-controlled environments

Requirements

- A solution that spans multiple user types and control planes
- Capabilities on both sides of the so-called fourth wall between the platform provider and their customers
- Coverage across a variety of use cases

Result

In the first 30 days, CloudEdge detected over 14,000 HTTP protocol anomalies, blocked over 1,300 cross-site scripting attacks, and stopped over 300 suspicious access requests



We are seeing a lot of value from deploying Hillstone solutions. From implementation to troubleshooting, our experience with the Hillstone team has been exemplary. The applications have improved quality of service (QoS) and running firewall policies is simple and effective.



Kevin Kurniawan
IT Security Engineer
PT Datacom Diangraha

Multi-environment coverage

The range of environments offered to PT Datacomm's customers also posed a challenge as they offer virtual clouds with a selection of different technologies including Kubernetes, VMware, and Openstack. It was important for the selected solution to offer coverage across a variety of use cases. PT Datacomm runs VMware virtual infrastructure along with physical data centers providing IaaS and PaaS to customers.

Managed services

Maintaining PT Datacomm's reputation as a leading managed service provider would mean that a solution would have to enable this service to operate more efficiently and more effectively so that there would be no gaps or degradation in services. Ease of use for personnel would be an important factor in deciding which solution would win.

High security and availability

PT Datacomm's customers include some of the biggest telecom companies and government agencies in Southeast Asia. Service-level agreements would not be enough to satisfy the demands of these important customers. The service simply needed to be available—all the time.

The Solution

PT Datacomm selected Hillstone Networks to enhance their managed services offerings while enabling their customers with fine-grained control over the security of their own cloud tenants.

Hillstone's CloudEdge virtual next-generation firewall was deployed to enable customers to create, monitor and enforce security policies on the north-south traffic into and out of their cloud workload instances.

Hillstone's NGFW Security Subscriptions were also deployed to ensure that the latest threat data and models are always in use for CloudEdge's integrated antivirus, intrusion prevention, URL filtering, and botnet detection. The confidence that this threat intelligence brings to their deployment means that PT Datacomm can expand their revenue opportunities by highlighting the always-on security of their platform.

With this granular control integrated into PT Datacomm's offerings, their customers get enhanced security without the complexity of bringing online their own, third-party solutions. Moreover, the solution mitigated PT Datacomm's own networking complexity. CloudEdge's remote access capabilities means that PT Datacomm's personnel can manage and protect all customer services from anywhere in the world.



Prior to this CloudEdge deployment, PT Datacomm was an existing customer. This factored into their decision to continue with Hillstone in enhancing their managed solutions and reaping additional benefits, including:

Consolidation: PT Datacomm has deployed Hillstone's hardware firewall devices in its data centers for some time. The ability to consolidate solutions across virtualized and physical environments means that PT Datacomm has less overhead in personnel to train and manage on their side of the house.

High Scalability: Hillstone's CloudEdge is built to scale. As workloads come on and offline, CloudEdge offers constant coverage, allowing customers to take full advantage of the intrinsic elasticity that cloud computing promises, without having to worry about security. When a new workload emerges, CloudEdge is there.

High Availability: In addition to its scalability, CloudEdge's high availability ensures that PT Datacomm can rest assured that their cloud solutions remain online and functioning the highest level. With native redundancy and concurrency capabilities at the ready, CloudEdge offers multiple configuration options that guarantee resilience, regardless of the environment.

Future-proof: As PT Datacom continues to expand without any signs of slowing down, their security needs will continue to grow in parallel. Hillstone's web application firewall (WAF) and application delivery controller (ADC) are next on their solutions list thanks to seamless connectivity and deep integration with their existing Hillstone solutions portfolio.

The Results

Since deployment, Hillstone's CloudEdge has been hard at work. In the first 30 days, CloudEdge detected over 14,000 HTTP protocol anomalies, blocked over 1,300 cross-site scripting attacks, and stopped over 300 suspicious access requests. The Hillstone solution has not only addressed all the challenges and requirements - from customer tenancy to multi-environment coverage and high availability, but has delivered additional protection and value to PT Datacom.



About Hillstone Networks

Hillstone Networks is a leader in cybersecurity, delivering both depth and breadth of protection to companies of all sizes, from edge to cloud, and across any workload. Hillstone Networks' Integrative Cyber Security approach brings coverage, control, and consolidation to more than 26,000 enterprises worldwide.

For complex challenges such as securing the customer accounts of organizations like PT Datacomm's, Hillstone Networks is uniquely positioned with a platform that's future-proof to enable digital transformation and business continuity. For more information and to find your Integrative Cybersecurity solution, please visit www.hillstonenet.com

Learn more about Hillstone products mentioned in this case study

[Hillstone's Next Generation Firewall \(NGFW\) ⇒](#)

[Hillstone CloudEdge ⇒](#)



Read about Hillstone solutions

[Cloud Workload Protection \(CWPP\) ⇒](#)

[Extended Detection & Response \(XDR\) ⇒](#)

[Zero-Trust Network Access \(ZTNA\) ⇒](#)

[Secure SD-WAN ⇒](#)

[Micro-segmentation ⇒](#)

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