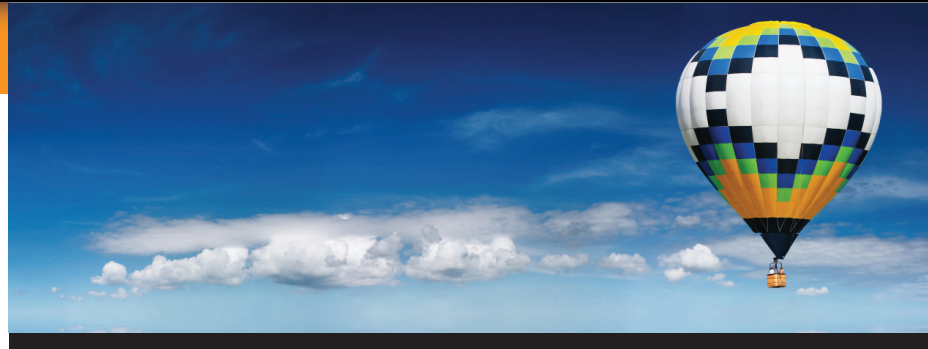


CASE STUDY

Crossbeam[®] Customer
**Telefónica
Empresas**

/// We wanted to offer security services that combined the best of both worlds – the performance and on-site security of customer premises-based solutions with the cost and centralized management benefits of network-based offerings. ///

— Senior Architectures Manager
Telefónica Empresas



COMPANY BACKGROUND

Telefónica Group is one of the world's leading telecommunications companies, the leading operator in the Spanish- and Portuguese-speaking markets, and the sixth-largest operator in the world. Its activities center on fixed and mobile telephony businesses, with broadband as the key tool for the development of both. The company has a strong presence in Latin America, where it operates in eight countries and concentrates its growth strategy.

Telefónica Empresas forms part of the Telefónica Group and provides advanced communications, broadband, and network application solutions to more than 2,000 large enterprises and multi-national corporations that are either headquartered or have a large presence in Spain and Latin America.

THE CHALLENGE

As with its enterprise customers, securing its network has always been a top priority for Telefónica Empresas. The company deployed the necessary equipment and applications to ensure the security of all customer traffic going through its Telefónica Internet Center (TIC). As enterprises began turning to Telefónica Empresas for security services, the company realized the knowledge it had amassed could be leveraged to deliver revenue-generating, value-added services to customers.

Typically, service providers have two options when offering enterprise customers a managed security offering:

- Customer premises-based – deploy, manage, and maintain security equipment deployed on the customer's premises.
- Network-based – offer to enterprise customers services that are delivered from equipment in the service provider's network.

The issue with a customer premises-based solution is that for every customer the service provider must purchase, deploy, and maintain a piece of hardware with its own firewall software license. So 100 customers of a firewall service requires 100 separate appliances with 100 separate firewall software licenses. While the security is very good, this is an extremely unattractive option from a capital and an operational expenditures perspective.

The network-based option is more appealing because all security equipment can be located and managed from a single, centralized location. In this scenario, one piece of equipment in the service provider's network with one firewall software license protects the same 100 customers using "virtual" firewalls with distinct policies for each customer. The challenge of this offering is the ability to deliver security services with the same performance and quality of customer premises-based solutions.

Telefónica Empresas recognized the tremendous business opportunity that managed security services represented, but the question was how to deliver a compelling service from a cost, management, and security perspective. The Senior Architectures Manager for Telefónica Empresas outlined the company's managed security needs, "We wanted to offer security services that combined the best of both worlds – the performance and on-site security of customer premises-based solutions with the cost and centralized management benefits of network-based offerings."

The challenge facing the security staff as they developed Telefónica Empresas' network-based security services was how to offer its customers a cost-effective suite of multiple, best-of-breed security applications that delivered the same level of security and network performance as if they were in the customer's own network.

THE SOLUTION

After reviewing the options, Telefónica Empresas was introduced to the X40 and X80 security services platforms from Crossbeam Systems®. These carrier-class platforms feature multi-gigabit performance, unmatched port density, and the ability to support multiple applications from leading security vendors, such as Check Point Technologies, IBM, and Trend Micro.

From the X80 and X40 platforms in its TIC, Telefónica Empresas now offers a robust set of security services to its customers, including:

- **Firewall Module** – based on the Check Point® VPN-1® software, this is a shared service that is protecting thousands of enterprise networks.
- **VLAN Module** – a private connectivity service based on Check Point's VPN-1 VSX™ software that uses virtual local area network (VLAN) technology to create private LAN services from shared networks.
- **IDS Module** – an intrusion detection service based on RealSecure® software from IBM that enables enterprises to identify when people are trying to attack their network.
- **Anti-virus Module** – an anti-virus and anti-spam service based on Trend Micro's InterScan VirusWall™ software that is currently protecting nearly a quarter million email inboxes at more than a thousand enterprises.

All of Telefónica Empresas security services are monitored and managed from its centralized Security Operations Center near Madrid to ensure that customers' networks are secured and services are delivered with the performance and quality they expect.

WHY CROSSBEAM SYSTEMS?

As one of the largest telecommunications groups, Telefónica Empresas is a high-profile target for hackers. To secure its own network and those of its customers, it needed a solution that excelled in three areas – integrated security using best-of-breed applications, high performance, and high reliability – a set of criteria exclusively met by Crossbeam Systems and its ISV partners. Telefónica Empresas is now in a position to offer managed security services that appear to its customers – in performance, management control, and depth of security – as if they were being run from equipment in their office.

As an example of the managed security services success, the Senior Architectures Manager cites the performance of the anti-virus module, “Our service processes 2.5 million emails each day and stops 400,000 viruses and 150,000 spam messages. The combined security, performance, and reliability deliver tremendous value to our customers, allowing them focus on their core business while we focus on protecting their networks.”



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