

Sunrise



surf protect

Keeping you safe and secure online

CASE STUDY

Largest private telecom provider in Switzerland
protects its customers with Secucloud

Optimal balance between performance and usability



Sunrise Communications AG

Type
Telco

Web Site
www.sunrise.ch

The need for high-performance security technology has increased significantly over the last few years. That was the conclusion reached by the Swiss firm Sunrise Communications AG. Based in Zurich, the company became aware of the demand via its central cyber-security helpdesk, which collects and processes reports from customers of security incidents and threats. "There have been a lot more queries about cyber-security coming in to our colleagues, especially very recently," says Bas Swierstra, Marketing Manager at Sunrise. "This development made it clear to us that it was very important to make a solution available to users that would protect them against the increasing internet threat situation."

Highest quality standards at Sunrise

As Switzerland's largest private telecoms firm, Sunrise currently provides over three million customers with all types of landline and mobile services. The company's 2017 revenues totalled just under 1.9 billion Swiss francs (approximately €1.6bn). For Sunrise, the highest level of quality and security is the top priority. For example, the company is the only Swiss telco whose enterprise-wide technology infrastructures and operational processes are ISO 27001 certified. That was why the company specified that a potential security solution for its end customers must be of very good quality to meet the company's high standards. With this requirement, Sunrise started its search for a suitable solution in August 2016.

Sunrise included a total of 15 solutions in its selection process - both cloud and client-based products. "But it soon became clear to us that only a cloud-based solution could deliver the simplicity and flexibility that we wanted for our customers," notes Bas Swierstra. "That's because good usability was one of our top criteria. However, a trade-off between usability and protective strength is not unusual - more simplicity for the user often compromises performance. In our view, Secucloud offered the best balance: the solution is activated with just one click and practically invisible to the user, but still provides the sort of extremely powerful protection that is usually only available to large enterprises."

Secucloud scores extra points with future-proof solution

The underlying technology, the Elastic Cloud Security System (ECS²), was another factor that impressed the company during the selection process. Once it has been implemented in the telco's infrastructure, customers with any type of contract - from landlines to mobile services - can be protected with one and the same solution. As a result, there is no need to implement a combination of several different products. As it is cloud-based, Secucloud is also almost infinitely scalable, ensuring that even very high numbers of users will not impact performance. That ensures that the solution can handle a large customer base like that of Sunrise, while scaling easily to cope with future growth.

The future-proof aspect is a key element in the Secucloud approach. Its modular structure enables it to be extended easily and flexibly with new functions, so that the service can have new security methodologies added to it and always use the latest technologies available in the

security industry. "After evaluating the 15 providers, we could see that with Secucloud we'd be getting a future-proof and high-quality product" says Bas Swierstra. "So we selected the Secucloud solution at the end of December 2016."

The Secucloud and Sunrise project teams started the implementation in January 2017. "In a telecoms group of our size, setting up a security service within the infrastructure is obviously not a small project," explains Bas Swierstra. "But with the close collaboration and continual support from the Secucloud team, we finished the implementation as quickly as possible and went live after just eight months." The new Sunrise security service kicked off in September 2017.

High-performance security tool

Since then, Sunrise has been making the service available to its customers in a choice of three models. The Surf Protect option can be added to any mobile contract for 2.90 Swiss francs per month. Surf Protect Home costs five francs per month and protects a landline connection, regardless of how many devices are connected to it. The Surf Protect Family option is a combination of the previous two. It allows customers to use the Secucloud service for all their fixed and mobile connections for 10 francs per month. Surf Protect and Surf Protect Home can be tested free of charge with a one-month trial.

Once the service has been activated, every URL that a user tries to access, via a device with a protected connection, is automatically checked by the Secucloud infrastructure. If the solution detects a threat, it displays a page warning the user of the danger. The user then has the choice between cancelling the process and visiting the page despite the risks. "We want to protect our users with this service, not censor their web surfing," comments Bas Swierstra. "We have a lot of respect for our customers' sense of responsibility. Rather than limit that, we're making the Secucloud service available to them as a high-performance tool that helps them use the internet more securely and with more awareness."

Secucloud Solution

Elastic Cloud Security System (ECS²)

Functions

Anti-Phishing, Anti-Malware, Anti-Bot, Anti-Hacking, Anti-Anonymizer

Tech. implementation

January 2017 - August 2017

Go-live

September 2017

Keeping you safe and secure online



We protect you from Internet threats

You do not need to be an expert to stay secure. We will take care of phishing, ransomware, viruses, and other looming threats.



One solution to secure all devices

We support any e-enabled device, whether you want to protect your laptop, smartphone, smart TV, game console, or even your home security system.



Security is only a click away

Simply activate surf protect to safely browse in mobile networks and using your Sunrise router. Your protection will be up to date without any software or app installations.



Benefit from full device performance

We will provide you with real-time security without impacting your Internet speed, performance, and device battery life.