

Case Study: Network Service and Technologies Co., Ltd.



Background

Provision of an integrated security solution to "XOC," the largest Expert Operation Center in Japan conducting remote monitoring 24 hours a day 365 days a year.

Network Service And Technologies Co., Ltd. (hereinafter NSAT) which supplies consistent service from the introduction of networks to construction, operation and maintenance, provides high availability for network systems of companies by utilizing high quality technology and an excellent service infrastructure. In December 2007, NSAT established the "eXpert Operation Center" (hereinafter XOC), the first center of its kind, with the objective of supporting safety and reliability.

The size of XOC is an impressive 250 square meter making it the largest facility of its kind in Japan. With approximately 200 engineers, XOC is a one of kind cutting-edge facility providing integrated network management services. Over 200 experts monitor the hardware and software of customers over an IP network 24 hours a day 365 days a year. These experts are able to monitor the operation and status of entire systems and respond immediately in the event of incidents should they occur.

XOC requires an extremely advanced security infrastructure and adopted security solutions by Secure Computing® for use in support of this center.

"With Secure Web (Webwasher) it is easy to block access to harmful Web sites."

Toshihiro Yokomori
Senior Manager, Operation Control Center 2
Operation Control Div.
Network Service and Technologies Co., Ltd.

Business Challenge

The mission of "XOC" is the creation of high accessibility

Requirements for networks which are being upgraded and becoming more complex, verification of usage scenarios such as unified communication, continuously enhancing server and storage environments, and threats to the security of these information assets are factors for companies today. In addition, companies also have various issues regarding network operation such as the increase in network operation costs.

XOC has built a platform to guarantee the stable operation of user networks 24 hours a day 365 days a year and created a highly accessible service with superb additional value covering both operation and monitoring. NSAT is able to realize the optimization of overall costs for operation as well as solve issues that many companies have regarding network operation and

Customer: Network Service and Technologies Co. Ltd.

Industry: Network Management Service

Product: Secure Web (*Webwasher*),
Secure Firewall (*Sidewinder*)

Business Need:

- Protection from attack on the network (Secure Firewall) and blocking malware downloading (Secure Web) etc.
- Protection from outbound threats. Making the access of operators to Web sites visible and the acquisition of logs.
- Provision of higher added value by not only depending on functions of products but also by adding the global reputation for service of Secure Computing

Solution: Secure Web (*Webwasher*),
Secure Firewall (*Sidewinder*)

Results:

Secure Web and Secure Firewall allows NSAT:

- To block access to harmful Web sites and increase network efficiency by 20%
- Secure the network using Secure Firewall

they have been able to remove the burden of network system operation from tying up the important resources of customers.

For XOC, which handles confidential customer information, securing a perfect security infrastructure is an important condition. The requirements for the introduction of security solution are as follows:

- 1) Obstruction of network attacks and malware downloaded from the outside
- 2) Protection from outbound threats. Making the access of operators to Web sites visible and the acquisition of logs.
- 3) Introduction of higher added value by not only depending on the functions of products but also by adding the global reputation for service of Secure Computing.

NSAT examined/introduced Secure Web (*Webwasher*) and Secure Firewall (*Sidewinder*) into the solutions of Secure Computing in order to meet these requirements. According to Mr. Yokomori,

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Senior Manager, Operation Control Center 2, Operation Control Div. of Network Service And Technologies Co., Ltd., he was well acquainted with both products prior to examining them for introduction.

“I knew about Secure Web for a long time. I paid attention to this product because the feature functions were interesting and there were no other products like Secure Web at that time. Currently it appears there are similar products on the market now which have followed Secure Web, but since this product was the first on the market, I believe this product is the most reliable. I thought this is it!”

Secure Web (*Webwasher*) is a comprehensive information disclosure protection solution. This product realizes multiple security functions on a single software programming environment. Secure Web has an excellent reputation around the world for delivering the best security solution against various threats such as worms, malware, spyware, viruses etc. to networks. On the other hand, Mr. Yokomori took notice of Secure Firewall (*Sidewinder*) as well. “From a technical point of view, this was very interesting. It didn’t look like firewall! Since it is best if security is difficult to be seen by threats, Secure Firewall is wonderful in that sense. In addition, I can use it safely since it’s highly reliable and not vulnerable.”

Secure Firewall (*Sidewinder*) is the most comprehensive network security gateway appliance in the world and major internet security functions are integrated in the unit system of this product. Secure Firewall acquired Common Criteria EAL 4 Certification by the National Information Assurance Partnership (NIAP), which is a security standards authentication organization in the U.S. EAL 4 Certification is the highest validated level of this widely known organization. In addition, this product is based on the unique Total Stream Protection (TSP) technology which enables this product to protect networks from all types of known or unknown threats.

The Results

20% increase in network efficiency with solutions by Secure Computing

Although only a few months have passed since the introduction of Secure Computing solutions in XOC, there have been a lot of feedback from both inside and outside the industry and currently they have been welcoming a steady stream of visitors on tours from competitors. It can be said that XOC demon-



Collocation Space: A 120m special collocation space has been secured in the world’s largest data center. It flexibly responds to server expansions due to system enhancement.



Escalation Zone: A work area for the 150-member backroom support group which is in charge of technology escalation has also been created in the operation zone.

strated strong originality and a spirit of innovation in both the concept and function of the facility and they achieved a system with high added value. Mr. Yokomori commented on the results of the introduction of the security solutions as follows: “In XOC, 2-3 machines are used on each of the 52 desks at all times and we need to know what each of our staff members is doing. It is easy to block access to harmful Web sites, and in addition, creating a database of harmful categories, which have been increasing daily, is provided by Secure Computing. Therefore, we have been able to block access without thinking about it and our network efficiency increased by approximately 20% as well.” Mr. Yokomori also told us about requests for countermeasures against new threats which increase in number every hour and new customer services, as well as he described some of their concrete results.

“In the future, we would like to differentiate ourselves by offering services which are not provided by other companies. Additionally, we would like to consider new business models which provide services no matter the size. For requests, we would like to obtain worldwide information which can only be provided by Secure Computing so that we can create services with more added value.”

In the future, Secure Computing will support further infrastructure strengthening of NSAT’s eXpert Operation Center including promotion of the use of their TrustedSource™ technology, a global reputation service which allows for the credibility of Web sites worldwide to be viewed. Secure Computing will continue to contribute to NSAT in the creation of a system that can be highly accessible and will contribute to strengthening their service on both sides of hardware and software. ■

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