Partner: Zumasys

Website: http://www.zumasys.com/

Users: 30,000

Country or region: United States

Industry: IT Cloud Management and Support

Software and Services: Web Protection

"It's easy to register the IP addresses and domains we wish to monitor."

Jessica Johnson
Zumasys

zumasys®

Today's businesses all have at least one thing in common: They need access to the Internet to survive. But not everyone has a dedicated team of onsite IT security experts ready to help. So, what do businesses faced with IT challenges do when they lack the time or know-how to overcome technical issues? They hire Zumasys.

Zumasys helps companies of every size elevate their business by transitioning their infrastructure and applications to the cloud. They do so by offering a full range of solutions from leading security vendors. As a result, Zumasys customers enjoy improved IT security, streamlined management and peace of mind.

The Challenge

A staggering number of new Web-borne threats are unleashed throughout the Internet every day, infecting thousands of networks and leading to untold financial and data loss. It is no longer a question of if a business will encounter Web-based malware, but when. In turn, there is a persistent need to protect customer networks from ever-evolving Web-based threats such as malvertisements, spoofs, and advanced persistent threats.

By partnering with AppRiver, Zumasys continues to conquer the world of cloud-based Web security by providing SecureSurf®, a multi-layered adaptive solution designed to defend against existing and emerging Web-based threats.

The Solution

Recently, one of Zumasys' clients enabled SecureSurf's Critical Threat Notifications and was surprised to discover that malware already existed on their network prior to purchasing SecureSurf. This malware was part of a sophisticated command and control system that was attempting to steal critical customer information by uploading it to a malicious website. SecureSurf immediately performed two critical tasks: it blocked all outbound communication to the malicious server and notified Zumasys' IT department of the problem via a Critical Threat Notification.

Jessica Johnson, a technical support engineer at Zumasys, received the Critical Threat Notification and was able to identify the problem and quickly isolate the malicious activity. "I trust that AppRiver will send alert notifications if and when it detects a clear indication of system compromise," said Johnson.

With Critical Threat Notifications serving as a warning sign that a problem may exist on the network, technicians like Johnson are able to shift focus quickly to resolve small issues before they become large issues. As a reseller, this provides Zumasys with an additional revenue stream by providing domain-level assistance to their clients when a threat is identified by SecureSurf. But the most important benefit is the trust that is earned with a client when Zumasys isolates a problem and restores network efficiency.

The Benefits

SecureSurf is different from traditional malware protection solutions. For starters, there are no hardware or software updates because more than 2,500 real-time updates are delivered via the cloud without any downtime every single day. This means that SecureSurf is always ready to tackle the latest malicious sites on the Web, not just the ones from an hour ago (or if a company is very lax with their security updates, two weeks ago.)

SecureSurf also protects users from accessing malicious sites, including malicious content that is tucked away within reputable sites. It does so by using intelligent DNS to check millions of IT security resources to see if a website URL is reputable. If the website is malicious, SecureSurf will block it immediately. However, if the website is reputable, but has some malicious content on it, like a malvertisement, SecureSurf will use its adaptive proxy to safely take users to the website, allowing them to view the legitimate content while protecting them from the malicious content.

Finally, SecureSurf provides Critical Threat Notifications to ensure network administrators are notified immediately if outbound network traffic indicates the network may be compromised via email and/or SMS messaging.

With thousands of customers to protect, Zumasys employs proactive technology such as SecureSurf to ensure that potential network infections are identified, blocked and resolved before cyber criminals can extract sensitive customer data.