CYLANCE™



CASE STUDY SOFTWARE

Intermedia Takes on Cybersecurity

INDUSTRY
Enterprise-grade
Cloud Applications

ENVIRONMENT
- 5,000 servers in production environment plus 1,000 corporate endpoints protected by CylancePROTECT®

CHALLENGES
- Protecting thousands of Windows servers within the production environment from advanced threats
- Deploying an antivirus (AV) solution that does not introduce latency to their service by utilizing high levels of server CPU power, while at the same time having a more effective catch rate

INTERMEDIA
The Business Cloud™

The Company

Intermedia is a one-stop shop for cloud business applications. Its Office in the Cloud™ suite integrates the essential IT applications that companies need to do business. Intermedia services offer enterprise-grade security, a 99.999% uptime service level agreement, and award-winning 24/7 support, as certified by J.D. Power and TSIA. Intermedia is the world's largest independent provider of Exchange email in the cloud and a leading cloud voice provider, serving over one million users across more than 85,000 businesses and 6,000 active partners.

The Situation

Ryan Barrett, the Vice President of Security and Privacy at Intermedia, has overall responsibility for the company's security and IT functions. His interests are two-fold: securing the company's IT cloud services and the customer data entrusted to Intermedia, plus its own corporate environment with 1,000 endpoints; and delivering a high-quality user experience across Intermedia's cloud-based services, including business email, unified communications, data services, and more with a 99.999% uptime.

The infrastructure of the company's service relies on thousands of Windows servers. Intermedia was using a market-leading AV solution to protect the servers and desktops, and realized it simply was not delivering adequate protection.



1,000
ENDPOINTS
PROTECTED



5,000
SERVERS
PROTECTED

According to Ryan, "Historically, we observed signature-based AV to be ineffective. It wasn't a layer of security we could rely upon. With what we experienced, we could not pin any hopes on traditional AV to give us any comfort around securing the environment."

Any solution Intermedia deploys on its servers must not introduce latency into the service by utilizing high levels of CPU. Delivering high availability and a quality user experience are key considerations for any addition to the company's environment.

The Process

Ryan and his team sought to strengthen the security of the servers in the production environment by replacing the incumbent AV solution. They set up a test lab to conduct head-to-head comparisons of several leading security solutions. The lab testing enabled the team to evaluate a solution's ability to balance CPU usage with its effectiveness in blocking threats. High CPU usage can impact the user experience of the service, slowing down delivery of vital services to its enterprise customers.

Cylance® demonstrated consistently low CPU utilization. The amount of resources Cylance occupied on each computer system was very low compared to the legacy AV products Intermedia tested. The Security team was also very impressed with Cylance's catch rate — the percentage of threats blocked, which was noticeably higher than other existing solutions.

Ryan said, "Cylance enabled us to reach our goal of effectively securing our environment without sacrificing service performance."

The Results

The low CPU usage was a big differentiator for the Intermedia team as it rolled out CylancePROTECT on its production servers. A big reason Ryan hesitated to use other vendors was the high levels of system utilization on the servers.

According to Ryan, "Unlike a corporate environment, when running big servers with many, many users, user experience and availability are the top concerns. If the service is slow, the user experience is bad. We saw other AV technologies spiking up to 90% of CPU. That is never going to work."

CylancePROTECT proved to be the clear winner and the team moved very quickly to deploy CylancePROTECT across the thousands of Windows servers in the Intermedia production environment. They also rolled it out across all corporate laptops and desktops. Intermedia's team also felt that CylancePROTECT's ability to protect devices while both on and off network was a huge bonus. Corporate end-users that were offline for any period of time were still protected.

The team deployed CylancePROTECT very aggressively, making use of capabilities not available with other solutions, including memory blocking and script blocking. Once installed, CylancePROTECT is able to identify and delete potentially unwanted programs and executables. If a user downloads an unauthorized utility, Cylance will find and delete it.

Ryan said, "Its sounds cliché, but I actually sleep better at night knowing that Cylance is helping protect my infrastructure and customer's data."

About Cylance

Cylance is the first company to apply artificial intelligence, algorithmic science and machine learning to cybersecurity and improve the way companies, governments and end-users proactively solve the world's most difficult security problems. Using a breakthrough predictive analysis process, Cylance quickly and accurately identifies what is safe and what is a threat, not just what is in a blacklist or whitelist.

By coupling sophisticated machine learning and artificial intelligence with a unique understanding of an attacker's mentality, Cylance provides the technology and services to be truly predictive and preventive against advanced threats.

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