Magic Cloud takes security performance to new heights

Improved efficiency to deliver secure cloud services

Magic Cloud

The Challenge

As a service provider, Magic Cloud has more than its own operations to worry about. The company also has hundreds of customers running their businesses from its cloud-based infrastructure. That demands reliable, high-performing, secure operations. But Magic Cloud's previous security solution was creating performance and manageability problems.

For example, when antivirus scans kicked in, application performance dropped. Quite often, their previous solution consumed too much CPU power when updating a client server. And more than once, antivirus would find false positives and remove critical files that shut down several virtual machines (VMs) at a time. In addition, the management server provided limited insight, forcing IT to spend hours of painstaking manual effort to recover a deleted file.

"With our previous security solution, we couldn't see enough what was happening in the environment," says Timo Haapavuori, Magic Cloud's managing director. "The reporting was limited. So, we looked for a new solution."

The Solution

To improve security performance and manageability, Magic Cloud replaced its previous security solution with Bitdefender GravityZone to protect both physical and virtual environments. Magic Cloud deployed GravityZone in its data center to protect hundreds of VMs supporting internal users and many more hundreds of cloud customers.

The VMs protected by GravityZone run Citrix XenApp, XenDesktop, Microsoft Exchange, SQL Server and Active Directory and other applications for internal users. Magic Cloud also bundles GravityZone with customer offerings such as virtual desktops, computer-aided design (CAD) as a service, and the SafeMail email encryption service. Magic Cloud uses Bitdefender's on-premise console to centralize deployment and management of security policies.

The Results

With GravityZone, Magic Cloud dramatically improved manageability and performance of its endpoint security infrastructure. The company now distributes security updates across the entire environment much easier and faster. GravityZone also provides greater visibility and control of security incidents.

With Bitdefender, the organization investigates a detection in minutes and resolves the issue, whereas the team sometimes spent hours working toward the same goal with the previous solution.

"GravityZone is so easy to manage," says Matti Väisänen, Magic Cloud's leading cloud architect. "Before, we had problems getting updates and exclusions out to clients in a

Magic Cloud, a cloud service provider based in Finland, operates an advanced infrastructure to deliver innovative business services, such as desktop-as-a-service, encrypted email, virtual servers, and computer-aided design (CAD), to hosted customers and cloud platforms for software vendors.

Industry
Cloud Service Provider

Headquarters
Tampere, Finland

Employees
20 (IT staff, 15)

Bitdefender Footprint
GravityZone Enterprise Security:
• Security for Endpoints Physical Servers
• Security for Virtualized Environments CPU

IT Environment
• Citrix
• Linux
• Microsoft

About Bitdefender
Bitdefender is a global company that delivers security technology in more than 200 countries through a network of value-added alliances, distributors and reseller partners. Since 2001, Bitdefender has consistently produced award-winning security technology, for businesses and consumers, and is one of the top security providers in virtualization and cloud technologies. Through R&D, alliances and partnership teams, Bitdefender has created the highest standards of security excellence in both its number-one-ranked technology and its strategic alliances with some of the world's leading virtualization and cloud technology providers.

timely way. Now we distribute them much faster, which is critical for keeping endpoint security up-to-date for our business and cloud customers."

With increased performance, the GravityZone solution enables Magic Cloud to run offline scanning more quickly without impacting VMs or applications running on them. In fact, nightly malware scans with GravityZone are 33 percent faster than with their previous solution.

"Before, our previous solution ate so much bandwidth and CPU that sometimes it affected our user experience," says Väisänen. "Now those performance issues have gone away. The increased performance delivered by GravityZone has a huge, beneficial impact on our operations."

GravityZone is also fast in detecting malware and other cyberthreats, providing IT with real-time alerts and intelligent defense techniques to stop exploits before they affect Magic Cloud or its customers. With its lean design, GravityZone delivers this high level of security with great efficiency, enabling Magic Cloud to run more VMs on each CPU. This helped Magic Cloud reduce infrastructure costs compared to their previous security solution.

As Magic Cloud grows, Haapavuori sees a smooth path to adding services and customers. "With GravityZone, we have high performance and easy management. That gives us confidence to expand our business, knowing that our cloud is more reliable and secure."

Challenges
Management difficulties under the previous security solution made troubleshooting difficult and time-consuming, while inefficient CPU consumption slowed applications performance.

Solution
Bitdefender GravityZone Enterprise Security, deployed on premises to protect virtual machines supporting internal users and hundreds of cloud customers running Microsoft applications, Linux environments and specialized solutions such as CAD as a service.

Results
- Reduced update distribution time
- Reduced time for incident analysis
- Accelerated malware scans by 33 percent
- Lowered licensing costs by 30 percent

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— Timo Haapavuori, Managing Director, Magic Cloud