

# ENSURING A RESPONSIVE, SECURE ONLINE SHOPPING EXPERIENCE AS BUSINESS GROWS



**Industry:** Retail

**Challenges:** Protect online shopping mall while ensuring good customer experience

**Network Solution:** Juniper Networks ISG1000 Integrated Security Gateway

**Results:**

- Protection against present hacking attempts and Denial of Service attacks.
- Protection against future, unknown attacks through built-in heuristic Intrusion Prevention System (IPS) module.
- Easy manageability for access control and firewall policies.

How do you protect your thriving online shopping mall from attacks while ensuring a continued smooth, customer experience? That was the question leading media player manufacturer Reigncom of South Korea faced, as it looked for ways to enhance the security on Internet-facing servers in its data center.

Reigncom is best known for its iRiver brand of MP3 players, which it sells mainly over the Internet. As the products gained popularity, visitor numbers grew for the company. However, the increased business also brought unwelcome visitors, namely hackers looking to break into the online shopping mall.

When Reigncom discovered signs of intrusion attempts, its Information Strategy Team decided to look for an integrated firewall solution to protect its Internet business.

Deputy Manager Hyungju Han of the Information Strategy Team says Reigncom strives to provide the best possible user experience. Therefore, high performance, in addition to security, was paramount as Reigncom wanted the shopping mall to be responsive and fast for customers.

Additionally, customer support requires Reigncom to host firmware updates and detailed product information on its site. This placed further demand on its servers and, consequently, increased security concerns.

With these issues in mind, the company approached four different vendors for an integrated firewall solution that would meet its needs, said Mr. Han.

After benchmarking and testing the different solutions presented to the company, Mr. Han said Reigncom found that the Juniper ISG1000 provided outstanding performance at a price that beat its rivals.

In particular, Mr. Han was especially impressed by the ability of the ISG1000's intrusion detection and prevention (IDP) module – installed on Juniper's recommendation – to handle not just known network attacks, but also new, unknown "zero-day" threats.

The ISG1000 provides a stateful firewall capable of filtering up to 1 Gbps of traffic and comes with built-in protection against network attacks. On top of that, it provides up to 2,000 VPN tunnels, an active-active and active-passive High Availability (HA) feature, as well as high-performance dual CPUs for its management module.

"Before we installed the ISG1000, it was almost impossible to manage our partners' access to the servers. We had a simple system in place whereby any partner could access the web servers via a public IP address. The only access control mechanisms were server ID passwords," Mr. Han says.



Now, however, the VPN access management system on the ISG1000 lets Reigncom know which partner accessed what on the server, and when. Mr. Han says that administrators are rapt over the ability the ISG1000 gives them for managing firewall policies and handling access control easily.

A further key consideration for Reigncom was a reliable, financially secure vendor with a global reach, says Mr. Han. After conducting due diligence, Reigncom has full confidence in Juniper's ongoing commitment to technical support, Mr. Han adds.

Juniper partner Insung Digital installed the ISG1000 and also provided initial and ongoing training for effective use of the security device to Reigncom.

For the future, Reigncom is looking at expanding its Web site to incorporate more content while developing its next generation of digital network-enabled media players.

Mr. Han says he is very pleased with the performance and manageability features of the ISG1000, and adds that Reigncom intends to deploy further Juniper appliances as its network grows and traffic volumes increase.

"Reigncom's goal is not just to reach the top spot in the market. We want people to consider our products and services because they trust us, and are presented with a reliable, secure and convenient solution," Mr. Han explains. "We are confident Juniper will help us reach that goal," he concludes.

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