

Bibliotheek Rotterdam Customer Story

Threat **STOP**

How Rotterdam's Library of the Future
Finally Defeated Malware and Botnets



Customer Overview:

The futuristic Bibliotheek Rotterdam is one of the largest libraries in the Netherlands, with one central library and 23 branches serving over 3 million users each year. Its collection has over one million books, magazines and multimedia items including the Erasmus Collection. Initially, its network consisted over 500 office PCs, 450+ public PCs and Wi-Fi devices connected to the Internet via one egress point through a Cisco router. Security consisted of blacklisting on a SQUID proxy and Cisco Umbrella (OpenDNS).

Security Challenges:

The library had so many botnets and malware on its Wi-Fi network that it was constantly blacklisted and blocked by ISPs.

Why They Chose ThreatSTOP

The Bibliotheek Rotterdam team picked ThreatSTOP because its cloud-based security solution offers immediate, automatic protection from malware and botnets, and reveals outbound connections by malware that is already inside, allowing network cleanup.

"We had to delete data from the public PCs every night, clean it up, and start all over again every day!"

NiKola Nikolic, Services & Contracts Manager

Solution impact



Elimination
of service stoppages



Over 60K
attacks blocked per
week



Network
Monitoring
for attack remediation
and response

The Problem

Every day about 1,000 visitors (mostly students) use the library's PCs as well as connecting to the library's free Wi-Fi network with their laptops. These users were always getting infected with malware, and as a result, the library was constantly blacklisted by the ISP, its internet access was blocked due to the large amount of active malware and machine exploitation by botnets on the network, despite the library's security mechanisms.

After months of mounting frustration, the library bought a Juniper SRX 240H Gateway appliance with UTM services. But the problem remained unsolved despite implementing this "best of breed" solution. The library had an outbound traffic problem, while the SRX, like most firewalls and security products, was primarily configured to block inbound traffic. Outbound traffic was subjected to the security policy, but traffic on standard ports such as port 80 (HTTP) was passed through as normal traffic, even if the content of the traffic is a botnet machine "calling home".

The Solution

A few months after implementing their SRX, the library's managed service provider Avnet found ThreatSTOP through a recommendation from Juniper and signed up for a free trial. After a quick and easy deployment the results were nearly instant. The Library purchased a ThreatSTOP IP Defense subscription. With ThreatSTOP at the firewall, it provided the immediate protection against outbound data theft and malicious connections, while strengthening the library's inbound attack defense.

In a typical two-week period, ThreatSTOP blocked over 62,000 malicious outbound connection attempts and attack per week from Bibliotheek Rotterdam's network. "Now we have no service stoppages, no escalations with the ISP, and no manual cleanups. We just look at the reports and respond to any issues very quickly. ThreatSTOP has solved a very big headache for us." Nikola, the library's Services and Contracts manager, shared.

Results - Effective Protection and Peace of Mind

The ThreatSTOP platform is a proven, easy and cost-effective cloud service that stops the pervasive botnet and malware problem at the gateway before damage is done. Automatically aggregating over 900 threat intelligence sources, it protects against all cyberthreats and data theft without the cost, time and complexity of a forklift upgrade that most other solutions require. ThreatSTOP's web-based reports provide a simple and effective diagnostic as well as remediation tool for IT and security professionals to protect their networks.



"The ThreatSTOP service was very easy to install and worked exactly as it should, immediately blocking the botnets that have been plaguing our network for years."

Dennie
Spreeuwenberg
Manager, Services
Networking &
Security

Contact Us

www.threatstop.com sales@threatstop.com US: 760-542-1550

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