Organization
ARBASCO
Saudi Arabia

Industry
Aviation, FBO

"Internet is a crucial resource used in-house for business operations and for external guests like pilots to file their flight plans and get advance information related to the flight. Internet outage is business outage."

- Mr. Jaweed Patel
IT Manager
ARBASCO

http://www.cyberoam.com

Cyberoam Helps ARBASCO Deliver High Network Security to Meet Challenging Aviation Standards

Background
For well over 27 years, Arabian Aircraft Service Company Ltd. (ARBASCO) has been the elite Fixed Base Operator (FBO) and maintenance facility in Saudi Arabia, offering a variety of aircraft maintenance, management and ground handling services to private, VIP and business jets. With strategic locations in Jeddah, Riyadh, Medina and Yanbu, ARABASCO is a one-stop-shop for the business traveler and the aviation industry.

ARBASCO's terminal and VIP lounge offers the ultimate in luxury, convenience and service to flight crew and passengers. Among other amenities, ARBASCO provides computer with an Internet connection so pilots can begin their briefings online.

ARBASCO's primary requirement was total business connectivity and network security for internal users and external guests.

Challenge
The IT Manager at ARBASCO, Mr. Jaweed Patel outlined the basic requirements saying, "Internet is a crucial resource for office administration and pilots. Not only do we need it for internal communications but also our passengers and crew members access Internet to file their flight plans and keep abreast with latest weather changes. We have to make sure that there is no intentional or inadvertent misuse of internet."

ARBASCO has two ISP links that ensure full Internet connectivity. Load balancing, Bandwidth management and Failover for both these links were also critically needed.

Spam was another huge problem. Almost 70% of the total mail traffic was spam. Most of the time, the employees' inboxes were clogged with un-wanted and un-solicited mails. These mails not only cost the organization in terms of storage space, but also wasted employees' valuable time and efforts. In case of malware infected mails, the problems simply compounded and the network suffered and so did the productivity.

Ensuring that the organization's internet resources were always productively focused was another challenge. Mr. Patel installed ISA Proxy Server to mitigate the problems, but it proved ineffectual in combating blended threats. In an evolving threatscape, Mr. Patel quickly realized that he needed multiple security solutions.

Cyberoam Solution
Multiple solutions meant that there might be multiple boxes sitting in the network. The total Capital cost and then the Operational costs would be high. Maintenance of these boxes would require special skills and personnel to man it. ARBASCO is an aviation and FBO company, not an IT company.

Mr. Patel decided to go for a UTM solution. He scrutinized Cyberoam, SonicWALL and Juniper solutions. After careful deliberation, he chose Cyberoam as he found it to be a robust solution, an ideal mix of best-of-the-breed solutions and backed by strong proactive technical assistance. ARBASCO deployed a CR100i in gateway-mode in their head office.

One-box Total Solution: that is how I would describe Cyberoam. Apart Security, we needed a solution that would be a business enabler. I would say:

Security**+**Connectivity**+**Productivity.

Cyberoam's Check Mark Certified firewall provided secure access control over all network resources. Cyberoam's Check Mark Certified anti-virus solution scanned the Web surfing and mail traffic to ensure that it is safe and clean. All FTP transactions are also scanned to ensure total security.

Check Mark Certified anti-spam solution ensures that not a single mail made it to the internal inboxes. The spam is neutralized at the gateway. Continuous spam protection was installed and had instantaneous effect. Following the Cyberoam appliance dictum of Quick-Configure-and-Fire, the intelligent anti-spam solution required almost no human intervention to put it on war footing. Signature-less Virus Outbreak Detection technology protects the organization against any mail-based Zero-Day attack, hours before traditional signature-dependent solutions.

Cyberoam's 82+ category strong Web Content filtering technology kept the organization's internet resources productively focused. The IPS and Content filtering features ensure that all P2P and Instant Messengers are blocked and that there is no breach of data.

Cyberoam supports more than two WAN links. Here in ARBASCO, the two ISP links were load balanced ensuring business continuity as per Mr. Patel's requirements. He is also able maintain Quality Of Service (QOS) by using the Bandwidth Management feature of Cyberoam. The link failover feature ensures that in case of a link failure, another one takes over automatically to ensure total business connectivity.

Proactive technical support of Cyberoam is one of its major highlights. Prompt response, quick action and transparent transfer of knowledge to let customers find their own bearing so that they can trouble shoot problems themselves and gain confidence in the solution, are the hallmark of Cyberoam's high standards.

"Cyberoam is an ideal fit, One Box solution for our total, connectivity, productivity and security needs," Mr. Patel rounded off the discussion with these remarks.

Cyberoam
Unified Threat Management

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