

# Customer Case Study – Quadsoft

## The Customer

Quadsoft is a famous Korean online game provider. Its sites typically have over 1000 users online at a time.

## Network Configuration

Quadsoft's network includes redundant arrays of web servers, download servers and game servers.

## Attack History

In November 2008 a 5000+ strong bot network hit Quadsoft's game servers with sustained SYN and connection floods. The servers were initially overwhelmed with large numbers of large packets, then later overwhelmed with TCP connections. Each time servers were restarted to restore connectivity, they were rapidly overwhelmed again.

Quadsoft's service provider had DDoS appliance installed specifically to protect them but it failed to defend any of the attacks.

## IntelliGuard DPS Deployment

Quadsoft removed the failed existing DDoS appliance and purchased an IntelliGuard DPS to deliver instant protection against the sophisticated zero-day attacks, which were denying service to its customers and causing substantial revenue losses. An IntelliGuard DPS 2000 was deployed within one day of request. IntelliGuard's ability to provide 64,000 hierarchical protection entities enabled each downstream service and server to be immediately configured as separate protection entities with their own independent packet, bandwidth and SYN rate limits.

## Successful Defense

IntelliGuard's DPS 2000's secondary protection features were then immediately called in to play to block the attacks by restricting each server's bandwidth, connection rate, and number of simultaneous connections, as well as authenticating TCP connections and forming a semi-automatic blacklist based on discovered commonalities between attack packets. The attacks were immediately defeated and all customer services fully maintained.

Although these secondary protection capabilities enable IntelliGuard to provide on-the-spot protection deployment, pre-emptive deployments are strongly recommended given the frequency of attacks targeting businesses in this industry.

