

# Adding Security in your hosting and network service made easy



F-Secure Case Study: Dunkel GmbH  
Date: 3.11.05  
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### Customer Quote

"The test results were conclusive and the F-Secure scanners became the central component of our managed services. One main advantage was that F-Secure Anti-Virus itself already combined different scan engines and also achieved very good performance. The exceptionally fast updating of virus patterns was also an important selection criterion. In addition, the licensing conditions were very accommodating and were able to offer our customers a high-quality service at a fair price."

Axel Dunkel, Managing Director of Dunkel GmbH.

### Company Overview

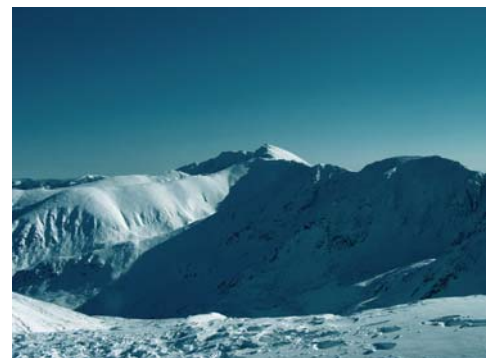
Dunkel GmbH has been in existence since 1984 mainly in the Rhein-Main area as an innovative solution provider for IT security and high-availability Internet services implementing solutions for secure electronic data interchange in the banking sector. Present services include Internet security: Firewalls, VPNs, secure authentication, mail and web security and the performance of penetration tests. In addition, Dunkel GmbH provides high-availability Internet Services combined with global load distribution. The company accompanies its customers' projects through all phases: from consulting and the identification of solutions to implementation and system integration, while also providing support and extensive monitoring and managed security services.

### Key Product(s)

F-Secure Anti-Virus

#### Facts-at-a-glance

Company:	Systemberatung Axel Dunkel GmbH
Industry:	Hosting, Managed and Network Service Provider
System Platform:	Linux and Windows
Utilized Product:	Internet Gatekeeper for Linux and Windows
Users:	5 000+



## The Requirement

On August 18, 2003, the Sobig.F worm caused a sharp rise in mail volume and restricted data traffic markedly in many countries, including Germany. After the sheer volume of mails triggered by the virus almost caused some customers' mail servers to collapse, the systems consulting firm Axel Dunkel GmbH decided to offer virus protection as a managed service. The Dunkel VirusProtect service had to fulfil two main requirements. Firstly, the service had to be based on an efficient and highly available infrastructure that could cope with peaks in mail traffic at all times. The capacity of the bank of mail servers should also be expandable on demand without any service down time. Secondly, the service should be based on reliable virus scanners that offer the customer added value in the form of increased security and currency compared with an in-house gateway solution. Dunkel GmbH was looking for an experienced supplier as well as a technological leader and F-Secure met their criteria.

## The Solution

To select suitable virus scanners, products from different manufacturers were examined in detail for their detection rates and currency. To this end, a diverse range of viruses, worms, trojans and other bugs were created in the test laboratory at Dunkel GmbH. The products from content security provider F-Secure have been included in the Dunkel GmbH portfolio for about ten years. As a result, F-Secure Anti-Virus made the shortlist. Following adoption of the F-Secure solution, The VirusProtect service from Dunkel GmbH can now provide important assistance in the provision of comprehensive virus protection. All incoming emails are checked reliably at the gateway.

Dunkel GmbH allows those interested to try the VirusProtect service for free for the first 30 days. Customers can then see from the statistics which viruses were intercepted and what percentage of the overall mail volume contained viruses and spam.

## The Result

Setting up the VirusProtect Service from Dunkel GmbH has been made extremely easy. To activate it, customers only have to change the MX entry for their domain. Incoming email is then routed first to the bank of mail servers at Dunkel GmbH. Once it has passed all virus scanners, the email is forwarded automatically to the customer's mail server. No installations or other adjustments of any kind are required by the customer. Customers of the Dunkel VirusProtect services also benefit from the highly available infrastructure. Dunkel GmbH operates a bank of mail servers distributed between two ultramodern data centres in Frankfurt/Main with global load distribution and a redundant Internet connection. The virus scanners are also arranged redundantly.

## Key Messages

Those who lease software expect high availability and problem-free usage right from the start, Managed security has a lot to do with trust and customers are effectively paying in advance with the expectation that the service provider can really deliver what he promises. F-Secure has been offering virus protection in the 'Security as a Service' lease model for over five years. The advantage for a company like Axel Dunkel is obvious: with centralised administration, they can offer content security solutions for companies cost-effectively and with optimised processes. Accordingly, companies served by Axel Dunkel can focus on their core business without having to worry about the failure of critical business systems.

For service providers such as Dunkel GmbH, F-Secure offers a particularly flexible licensing model. You only pay for what you actually use. Dunkel GmbH passes this price advantage directly on to its customers. The monthly cost of the VirusProtect Service from Dunkel GmbH is based on the numbers of users and ranges from EUR1.50 Euro to EUR2.80 per person. Customers save the cost of investments in hardware and the administrative expense of installing, configuring and updating the software.

F-Secure Corporation protects individuals and businesses against computer viruses and other threats coming through the Internet or mobile networks. Our award-winning solutions include antivirus, desktop firewall with intrusion prevention and network encryption. Our key strength is the speed of response to new threats. For businesses our solutions feature centralized management. Founded in 1988, F-Secure has been listed on the Helsinki Exchanges since 1999. We have our headquarters in Helsinki, Finland, and offices in USA, France, Germany, Italy, Sweden, the United Kingdom and Japan. F-Secure is supported by a global ecosystem of value added resellers and distributors in over 50 countries. F-Secure protection is also available through major Internet Service Providers, such as Deutsche Telekom, France Telecom and Charter Communications.

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