

SaaS Provider Transforms Security Automation in New Data Center with Illumio

Major SaaS provider securely future-proofs technology stack while scaling automation to meet customer demands.

SUMMARY

Industry: Web-scale technology

Environment: New data centers supporting global SaaS customers to meet SLAs

Challenge: Tightening security controls without blocking or breaking automation

Solution: Host-based segmentation with Illumio to transform security and streamline operations

Benefits: Meeting all project specifications on-time and on-budget, with future-proof speed and scale

Customer Overview & Challenge

A Fortune 1000 enterprise SaaS provider sought to secure a new greenfield data center without restricting application traffic for its automated compute environment. Stakes and costs for a new data center were high. Complex automation was critical to this SaaS provider's current and future plans, including public cloud. In automated environments, DevOps cannot accept any solution that breaks automation or slows down their work, which is essential to keeping billions of dollars of revenue flowing. Customer SLAs (spelled out in contracts) cannot be violated without financial penalty. This created tension between automation and contractual obligations.

Security architects needed to transform an operationally unsustainable system – one that required supporting five different segmentation solutions including firewalls, Calico, VMware NSX, and switches. Every time the organization adopted



a new technology, they adopted a new segmentation solution, which made them have to build their own backend to synchronize all of the different solutions. This created security sprawl.

Security sprawl happens when an organization is forced to operate isolated, incompatible solutions to the same problem. This resulted in an inefficient use of valuable security engineers. What's more, architectural inflexibility created by security sprawl hindered technology migration. Defining policy using network-based firewalls exploded complexity to unmanageable levels and was adding \$10M a year to support the expanding application bandwidth.

Application security, development, DevOps, and security all needed a change. Yet requirements conflicted as much as they overlapped and each silo had self-reinforcing rationale as to why change was impossible. The organization needed a new solution that met all requirements and resolved intergroup objections. Moreover, a board-level initiative to reduce cost and streamline operations meant transformation could not break the budget.

Illumio Solution

Illumio's Adaptive Security Platform® offered a policy model that aligned with the organization's granular segmentation needs – it integrated with all of the disparate technology stacks, allowed better control and faster provisioning. The SaaS provider tested every automated workflow during an intensive pilot that included provisioning 5,000 workloads and converging policy well within acceptable SLAs. Cost and architectural needs aligned, the deployment plan met project specifications, and organizational consensus emerged organically as requirements for each team were fulfilled – including collapsing five segmentation work centers down to one. New scalable capabilities helped the SaaS provider transition to its desired future state with containers and public cloud.

Customer Benefits

- **Be a security superhero:** Architects identified a solution that saved millions of dollars and retained policy control, but improved DevOps, operations, and application team experience – a full circle win.



- **Future-proof speed and scale for DevOps:** Host-based segmentation added scalable security automation capabilities that helped transition to desired future state and met all their needs for a DevOps model.
- **Meet deadline, budget, and project specs:** The new data center rolled out on time with a solution that could scale to the other two operational environments over time. The SaaS provider now has a clear path to unifying teams and technology platforms.

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