A Hosting Provider with Zero Open Abuse Cases

Industry

- Hosting Provider

Background

- StackPath provides web services (CDN, VPN, WAF, etc.) to more than 1 million customers ranging from early-stage enterprises to Fortune 100 organizations.
- Stackpath is on a mission to build a holistic scalable security platform designed to meet the needs of the business today and as they grow.

Challenges

- StackPath's aggressive acquisition based growth strategy caused a sharp rise in the number of abuse cases and complexity, requiring simpler but a more robust abuse and security orchestration, automation and response solution.
- The team was also wasting precious time creating custom rules and parsers to coax other solutions into doing what they needed, and consequently they were eager to find the right answer for their growing challenges.
- StackPath also needed a way to easily and quickly prioritize, research and respond, to close out reports by automating metadata extraction, grouping related events, automating responses and creating case level tickets.

Solution

- AbuseHQ had the right stuff out of the box and quickly reduced their open abuse cases within weeks, to a manageable number.
- Out of the box, AbuseHQ included the flexible automation they needed, eliminating the need to write code.
- StackPath leverages AbuseHQ, looking for every opportunity to scale abuse and security management economically and effectively.

Results

- The most important outcome for the team is that they're no longer drowning in cases.
- Handling abuse tickets faster has allowed StackPath to subscribe to more third-party data sources, enriching the data it receives to better protect its network and its customers.
- A small couple person abuse team now handles a workload that would normally take an entire department of 6 or more analysts because of the efficiency that AbuseHQ offers.

The Customer

StackPath is a platform of internet hosting services built at the cloud's edge. Over the past two years, the company has expanded by acquiring multiple companies and by growing its lines of business. Today, it offers a full suite of mission-critical security web services to global enterprise clients, startups, and companies in-between. With no sign of slowing down, StackPath is looking for every opportunity to scale abuse management economically and effectively.

The Situation

As StackPath grew so did its abuse problems. Every time they acquired a new company, that company's servers and services would bring along their own set of problems. StackPath's Abuse Department felt overwhelmed as it struggled to keep up with the influx of abuse reports. The team was also wasting precious time creating custom rules and parsers to coax other abuse solutions into doing what they needed, and consequently they were eager to find the right solution for their growing challenges. They needed a solution that could help them quickly prioritize, research, and close out reports by leveraging automated rules and grouping related tickets.

50%
Reduction in Workload

3X
More Cases Handled

The Solution

StackPath's staff includes highly experienced abuse and security management personnel. People who've been in the industry since the beginning. They had worked with other abuse management solutions before, but they couldn't find one with everything they needed. The biggest item on their wish list was automatic rules for processing incoming abuse mail.

Other solutions could handle some of their needs, but they required too much ongoing maintenance. While using solutions at previous companies prior to creating StackPath, their teams had to write new rules each week to cover every type of abuse report they received. This resulted in too many rules, forcing the team to run quarterly audits to eliminate unnecessary, inaccurate, or redundant rules. They knew they did not want to start with that solution at StackPath.

StackPath never stopped searching for a better option and they found it in AbuseHQ. Out of the box it included the rules they needed, eliminating the need to write and push new rules. This was a huge time saver for the Abuse Department. Additionally, AbuseHQ provided a true cloud experience. Using a SaaS solution was a good fit for StackPath's company culture and saved them from dealing with a bulky abuse management infrastructure in-house.

THE PROBLEM

- Rising Abuse Cases
- Lack of Efficiency
- Inability to Prioritize

THE SOLUTION

- Flexible playbook rules
- Automation for faster case handling
- Feedback loops for continuous improvement

THE RESULTS

- 50% Reduction in Workload
- 3X More Handled Cases
- Zero Open Abuse Cases

The Results

Once StackPath learned to use AbuseHQ, they knew that they'd found the best solution. Today, by adopting Abusix paradigms, their abuse management process is simpler, and looks and feels totally different.

- Built-in rules automatically process tickets and funnel them into cases
- The Abusix case management approach makes it easier to resolve issues since there's no manual searching or cross checking to find related tickets. Everything is always intuitively right where they need it.
- Handling abuse tickets faster has allowed StackPath to subscribe to more third-party data sources and enrich the data it uses to protect its network and its customers.
- Feedback loops continuously improve StackPath's data, allowing them to provide custom value added abuse reporting to their larger resellers and clients.
- A small abuse team now handles a workload that would normally take an entire department because of the efficiency native in AbuseHQ.

The most important outcome for the team is that they're no longer drowning in cases. Their heads are above water and they can focus on other parts of their abuse management process. This allows StackPath to be proactive, assure a secure network operations, thus providing a safer experience for their customers.

StackPath

"Using the product and knowing that there were literally zero abuse cases open is a huge relief. I never felt that way in the past. The previous products we've used didn't provide that level of comfort."