

Clearswift

A HELPSYSTEMS COMPANY

CASE STUDY

Authorised by:

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ABOUT CLEARSWIFT

Clearswift, acquired by HelpSystems in 2019, is a global cybersecurity innovator and data security expert. They are trusted by organisations globally to protect critical information against inbound cyber-attacks and outbound data loss, giving teams the freedom to securely collaborate and drive business growth.

Clearswift's suite of data security products provide consistent protection across email, web, and endpoints. Their unique technology provides 'adaptive' data loss prevention, avoiding the risk of business interruption and enabling organizations to have 100% visibility of their critical information 100% of the time.

HelpSystems recognised the unique position Clearswift has in the data security market and added the company to their growing portfolio. HelpSystems operates world-wide, enabling it to offer its customers a 'follow-the-sun' level of support.

REQUIREMENTS

Clearswift provides all security updates to their customers deployed around the world including Anti-virus and Anti-spam signatures every few minutes to ensure customer systems are kept relevant. As well as threat updates, product updates would also need to be distributed periodically and additional bandwidth would be needed to deal with customers wanting to update their systems without impacting the time sensitive delivery of threat updates.

The update service was originally an on-premise solution and due to increasing customer numbers, Clearswift faced the decision of investing in additional CAPEX to refresh the update service hardware or migrate to cloud-based infrastructure. The decision was taken to migrate from on-premise to a public cloud deployment.

Having successfully achieved this migration, Clearswift experienced an unexpected increase in operational costs associated with the update service, with annual cost increasing by up to 200%.

Being alerted to this increase in expenditure, Clearswift initiated an analysis of the public cloud cost structure, with the objective to identify both the reason for the cost increase and a proposed solution that would return the business to the expected monthly cost.

The analysis of the public service highlighted an unknown cost specific to 'data transfer' charges incurred through data downloads, which increased the expected monthly cost by up to 300% depending on the amount of data transferred in the period. Clearswift, therefore, looked at options for a cloud-based partner who could deliver the service required with a planned and consistent cost.

THE ZSAH SOLUTION

zsaH understood that using public cloud services would carry hidden connectivity costs and proposed a solution to migrate the Clearswift Update Servers onto zsaH infrastructure. The international reach of zsaH, with Data Centres covering the EMEA, Americas and Asia Pacific regions, also provided Clearswift with the option of deploying their update services in the regionally appropriate geography.

BENEFITS

zsaH enabled Clearswift to meet the operational objective in terms of returning the business to expected cost levels supported by the annual operating budget, as well as providing a more effective solution for Clearswift customers in the U.S. through the deployment of update servers in the appropriate geography.

Overall, moving from public cloud to zsaH's private cloud for this specific service helped Clearswift achieve its objective of greatly reducing annual cost and achieving predictable and stable costs.

“We (Clearswift) do not have our own data centres in which we can host our applications for customers, we rely upon zsah to provide this and have a great relationship with the people, which in turn provides our customers with the service they expect. Managing a hosted or managed service environment for customers isn’t easy at the best of times, but innovation from zsah ensures that we can do this quickly and efficiently”

Alyn Hockey, VP Product Management