

Türk Telekom Delivers DDoS Protection Services with A10 Thunder TPS



Industry | Service Provider

Türk Telekom is Turkey's oldest and biggest internet service provider (ISP) and one of the major mobile service player with more than 53 million subscribers ranging from individuals to high-level government departments, critical national infrastructure providers and international organizations. Türk Telekom offers a wide range of services from broadband to ISP offerings and everything in between. Besides its core services leadership, Türk Telekom also offers a broad and diversified Information and Communication Technology (ICT) product portfolio to customers and the leader cybersecurity service provider in Turkey.

As a regional service provider, providing subscribers and enterprise customers uninterrupted access to essential internet services is critically important. Türk Telekom is committed to protecting its subscribers and was the first telecom operator in the region to offer cybersecurity services.

Since 2009, Türk Telekom has provided cybersecurity services, offering 24/7 monitoring, security consultancy, cyber intelligence, SIEM and SOAR management, and end points with a 360 degree security approach under its wide product portfolio and SOC services. Under the managed security services catalog, the company offers managed L3 and L7 DDoS protection, IPS, and firewall services as well. In addition, APT and WAF products are offered to customers with a service model structure.

It's been a win-win arrangement for us.

— Muharrem Aras
Cyber Security Operation Centre Group Manager, Türk Telekom



Network Solution

A10 Thunder TPS®
aGalaxy®



Critical Issues

- Required enhanced protection for escalating DDoS attacks
- Needed to preserve and protect corporate assets and facilitate customer satisfaction
- Needed new revenue-generating cybersecurity services
- Wanted to expand service offerings with DDoS scrubbing defense services
- Providing scalable end-to-end DDoS protection according to customer needs regardless of attack layer



Results

- Prevented DDoS attacks in a hybrid model within all network layers without an appliance
- Enhanced service access reliability for subscribers and protected the critical infrastructure
- Facilitated additional revenue stream by delivering a high-performance, on-premises DDoS protection solution for business customers
- Achieved 50 percent OPEX savings
- Achieved 20 percent CAPEX savings and a tenfold increase in customers

With its hybrid protection model in managing DDoS services, Türk Telekom is the only service provider in Turkey and in the global region that provides backbone level protection against application layer attacks with its DDoS 7+ services.

As one of the first services providers to invest cybersecurity service offerings in Turkey, Türk Telekom aims to protect its corporate customer with a full range of service options. And thanks to its developing services portfolio, it is the leader within the Turkey cybersecurity market, and will be for the foreseeable future.

Challenge

After facing more than 5,000 DDoS attacks – and with that number continually rising – Türk Telekom knew it needed an advanced DDoS protection solution capable of separating genuine traffic from illegitimate traffic to provide consistent and reliable service availability for enterprise customers. Facilitating good traffic is equally important as stopping an attack.

The company needed to enhance protection of its own network backbone, but the scale of attacks meant that automation and high capacity were essential.

Türk Telekom, having the most broad MSSP product portfolio in Turkey, had also identified a gap in the market where existing DDoS protection solutions were not offering enterprise customers the application layer protection they needed. The company also decided to offer a superior managed inline Layer 7 DDoS protection service to its enterprise customers to protect against non-volumetric, application-layer DDoS attacks. In essence, Türk Telekom needed a solution that was adaptable to diverse customer requirements.

Selection Criteria

Türk Telekom was looking for a high-capacity solution that included advanced feature-sets enabling countermeasures with multi-layer level-based protection that can automatically escalate if attacks reach greater scale or sophistication.

The company needed an agile solution with a robust development roadmap and strong responsiveness from the vendor. The rapid growth of Türk Telekom's managed service customer base in the the past seven years meant

it was also seeking a cost-effective solution that would support its managed service value proposition, scale with customer growth, and provide good return on investment.

Türk Telekom already had different versions of DDoS detection and protection in place for almost a decade. Therefore, it had a comprehensive idea of the features it needed. It had already deployed solutions from a mix of major vendors in the market, but had encountered problems with a multi-vendor approach. The team was looking for an alternative that would meet all its requirements in a single vendor.

Türk Telekom conducted a rigorous PoC lasting more than one year, evaluating A10 Networks Thunder® Threat Protection System (TPS) against similar products from competitors that also protected against DDoS attacks and had DDoS scrubbing capability. The Türk Telekom team worked closely with A10 Networks' engineers to scope and specify the exact features needed for a successful deployment.



The A10 Thunder TPS Solution

Türk Telekom has deployed Thunder TPS providing scalable and automated DDoS protection powered by advanced machine learning to detect and mitigate attacks. A10 Thunder TPS is a high-performance DDoS protection solution, offering industry-leading precision and performance.

A10 Networks' defenses include detection capabilities across key networks elements, platforms and services, and with both physical and virtual appliances, these capabilities provide the contextual, packet-level granularity and visibility needed to thwart today's sophisticated attacks.

Thunder TPS works in concert with A10 Networks aGalaxy® Centralized Management System for centralized mitigation that delivers fast and cost-effective DDoS resilience. The Thunder TPS scale and zero-touch intelligent automation architecture with aGalaxy maximize ROI and help a service provider offer profitable DDoS scrubbing services. The potentially profitable DDoS scrubbing services was, in particular, very attractive to Türk Telekom.

Future expansion and scalable capacity were also a compelling feature for Türk Telekom.

"We needed something both for the short and the long-term. Scalability was vital for us as a company, but also for our service offering plans, too."

– Muharrem Aras, Cyber Security Operation Centre Group Manager, Türk Telekom

In addition, the high levels of service and support offered by A10 Networks throughout the engagement have given Türk Telekom the confidence to move into new service offerings. The success of the relationship has encouraged the business to start its journey into offering Layer 7 (application layer) DDoS protection in addition to network and transport layer protection, therefore addressing a gap in the market where it is now seeing considerable engagement and profit.



A Tour de Force of Results

Apart from its own infrastructure protection strategy, Türk Telekom is the only ISP in the region that offers customers a flexible, high-performance inline Layer 7 DDoS protection with both a shared service and on-premises model to suit customer requirements.

Since deploying the Thunder TPS solution, Türk Telekom estimates that it has achieved a 50 percent reduction in operational expenditures (OPEX) combined, including the resulting reduction of other hardware costs. These OPEX cost savings include reduction of MTTR and MTTK, employee-related work expenses, and the consolidation of cybersecurity product purchases. As a result of switching from a legacy vendor to A10, Türk Telekom was able to increase its DDoS mitigation capacity. The resulting TCO allowed the company to lower its MSSP offering to clients, which, in turn, resulted in more paying subscribers. Türk Telekom saw a tenfold increase in customers and estimates that its return on investment (ROI) was three to six months.

"As a leading cybersecurity service provider in Turkey, we understand customer needs, and develop our product portfolio continuously to help them to have strong security resilient infrastructure with our unique managed security experience."

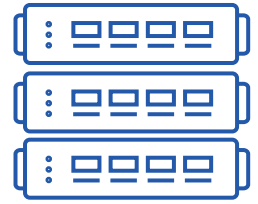
– Reşat Kökçen, ICT Product and Services Group Manager, Türk Telekom

Consequently, Türk Telekom has developed a very popular and profitable subscription service that is providing cost-effective and powerful protection for enterprise customers, and generating additional revenue.

"It's been a win-win arrangement for us," Aras stated.

Success and Next Steps

Türk Telekom has robust ambitions to grow its managed service value proposition further, which is underpinned by the advanced DDoS attacks protection capability of A10 Thunder TPS. With OpEx and CapEx costs going down and subscriber numbers increasing, the business foresees a strong future due to its engagement with A10 Networks.



About Türk Telekom

Headquartered in Istanbul, Turkey, and with over 34,000 employees providing services in all 81 cities in Turkey, and over 52.8 million subscribers, service provider Türk Telekom is a leading telecommunication operator in the CEE region, Turkey, Caucasus, the Middle East, and Asia. The company provides a full range of integrated internet data services, infrastructure and wholesale services to alternative carriers, mobile operators, cable TV companies, ISPs, and corporate customers.



Learn More about A10 DDoS Solutions



Dodging & Defeating DDoS Attacks: Data Center Provider Guide

Learn how to protect your data center and customers against their devastating and costly impact of DDoS attacks

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2022 A10 Networks DDoS Threat Report

We Track More than 15 Million DDoS Weapons.
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About A10 Networks

A10 Networks (NYSE: ATEN) provides secure application services for on-premises, multi-cloud and edge-cloud environments at hyperscale. Our mission is to enable service providers and enterprises to deliver business-critical applications that are secure, available and efficient for multi-cloud transformation and 5G readiness. We deliver better business outcomes that support investment protection, new business models and help future-proof infrastructures, empowering our customers to provide the most secure and available digital experience. Founded in 2004, A10 Networks is based in San Jose, Calif. and serves customers globally.

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