

Organization

MakeMyTrip.com

Industry

Travel



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Puneet Sharma,
Assistant Manager,
Technology

MakeMyTrip.com

Cyberoam: Identity-based UTM for Online Travel Portal

Background

MakeMyTrip.com. is a leading online travel company and among the most successful Internet companies. MakeMyTrip provides comprehensive services for the leisure and small-business traveler, backed by real-time booking ability. Since its inception in 2000, MakeMyTrip has been growing at a fast pace to emerge as the foremost travel website in the US to India market, which is valued at Rs 2,000 crores (about 45 Million Dollars).

Challenge

“We are a major player in the online travel vertical, so we needed a gateway protection solution that had firewall, anti-virus, anti-spam and content filtering,” says Puneet Sharma, Assistant Manager-Technology. “Considering the financial and confidential nature of our online transactions, spyware blocking was critical for us. We cannot afford any down time, so we needed the solution to manage the multiple ISP links. Plus, speed in transactions was important, so bandwidth management and web cache were important too. In short, we were looking for a comprehensive Internet security solution,” adds Sharma.

Explaining his reluctance to deploy multiple solutions, Sharma says, “We did not want multiple solutions. They would translate to unnecessary multiple initial and operational overheads. We needed something that was easy to configure and easy to maintain, simple.”

Cyberoam Solution

Prior to Cyberoam, MakeMyTrip had no experience of any UTM. Cyberoam proved to be a panacea as it was tailor-made for their UTM requirement. “Cyberoam's user-friendliness was proven quite effectively when it blended seamlessly into our company's existing network,” said Sharma.

Sharma deployed the Single Sign On facility of Cyberoam. He integrated Cyberoam with an existing Active Directory Services (ADS). On the surface, this saved Sharma from creating all the users individually on the UTM. The seamless integration of Cyberoam with the domain server and its identity-based nature, drilled down to revealing the individual user's identity and an absolute control over the full gamut of security features provided by the UTM.

“In case of an abuse Cyberoam's identity-based security solutions enabled us to isolate the source of trouble instantly. The identity-based nature not only revealed the face behind an IP address, but also promoted responsible end-user behavior in the office staff,” Sharma explained.

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“The anti-virus and anti-spam solutions of Cyberoam are very impressive. Their success rate is almost ninety nine percent. I personally feel that the mail scanning is very effective too. We are an online travel company and this is a crucial feature for us.”

Cyberoam is a user identity-based UTM. This enabled Sharma to create customized identity-based policies which are found in all the Cyberoam features. He could now selectively provide Internet access and downloading rights to users according to their working needs. He could even specify the amount of downloads that a group of users were allowed and at what time. The kind of files that a group can download is regulated too.

The user identity-based intelligent reporting of Cyberoam helped Sharma to keep a tab on the end user behavior and spot anomalies quickly. It also helped him to remodel his user's policies if required.

Creating user identity-based policies also helped him to apply customized policies for application controls. So he has absolute control over all the network applications running in the MakeMyTrip's intranet. “Cyberoam's identity-based UTM provides us the reassurance that our corporate IT assets are being used effectively and focused on our business, all the time,” said Sharma.

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Cyberoam's Multi-Link Manager and bandwidth management solutions proved quite useful to the organization. MakeMyTrip has two ISP links terminating at Cyberoam UTM. The Multi-Link Manager manages both the links, distributing the traffic in such a way that the better link gets the priority. As there are multiple links, Cyberoam also looks after load balancing and gateway failover. The link with the larger bandwidth is given priority according to a user defined load ratio.

In case of a link failure, Cyberoam automatically switches the traffic to the working link. So the organization gets a transparent multilink management with the least amount of human intervention.

Cyberoam's bandwidth management module allows Sharma to assign a specific amount of bandwidth to a group of users, leading to optimal usage of the total available bandwidth. The web cache module also helps reduce bandwidth consumption and speeds up download.