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## CASE STUDY: KRYSTAL HOSTING

# HOW LINK11 IS GOING THE DISTANCE WITH KRYSTAL HOSTING

### Scenario

Cloud computing specialist Krystal Hosting wanted to diversify its DDoS protection and bring in a new partner for the protection of its Katapult platform. This blended approach to DDoS protection helps to mitigate threats based on different attack vectors and offers broader security for both Krystal and its Katapult customers.

Krystal needed a belt and braces solution that could protect its assets and allow it to pass on the benefits of its robust DDoS protection to its customers. In short, the solution needed to be smart enough to filter out bad traffic, without blocking legitimate visitors. Any solution that rerouted or blocked valid customers could have a potentially huge cost for Krystal. This is on top of the risks posed to customers by cloud-based attacks.

### Stopping DDoS attack in its tracks

Soon after bringing Link11 on board, Krystal was faced with a potentially business-critical threat from a group purporting to be Fancy Bear. The email detailed how the attackers would carry out a small but powerful assault as a warning shot, before launching a full-scale attack if they did not receive Bitcoin payment.

Krystal did not respond to the threat, and the criminals launched the test DDoS attack as threatened. However, Link11's DDoS protection proved its worth and was able to shield the servers, following which no larger subsequent attack was launched.

However, this attack was not an empty threat. At the same time, a competitor received the same demands and small-scale assault before being hit with a huge attack that took them offline. It forced them to run on a degraded state – and rely on help from Katapult – until they could undo the damage caused by the DDoS attack.



### The Link11 difference

Creating an environment in which Krystal was assured of that balance between functionality and security was a priority for Link11. So, a personal approach with clear communication and a responsive support system was key during setup and the ongoing process to implement DDoS protection.

Link11 is delivering its patented DDoS protection to Katapult, which applies machine learning to anticipate possible future threats and safeguards the platform at all levels.

### JOSS PENFOLD – Regional Director UK & Ireland

“Given the threats that we have seen first-hand in the industry, it is important that companies build a strong defence against DDoS attacks while delivering a seamless experience to customers. We are happy to say that we are able to provide a solution that is able to balance those needs and give Krystal Hosting peace of mind.”

### Results

While Link11 was initially brought on board as a back-up provider, they have proven themselves to be superior and are now considered the second primary for Katapult.

### SIMON BLACKLER – CEO of Krystal Hosting

“Given that we offer DDoS protection to our customers as standard, it is vital that our own is up to our high standards. Link11’s receptiveness and personal touch combined with the fact that they protected us from a DDoS attack that impacted one of our competitors, meant that it was a no-brainer to bring them in as a primary provider.”

Krystal Hosting has ambitious plans to expand into the US market, and Link11 is an integral part of the move as a reciprocal partner.

## ABOUT KRYSTAL HOSTING

Cloud computing specialist Krystal Hosting has challenged the big players in web hosting for over 18 years and is set to do the same in the infrastructure space. Cherry picking the best-in-class for every aspect of Katapult, including bleeding-edge AMD 2nd Gen EPYC CPUs, 100% NVMe all-flash storage, triple-copy redundancy and enterprise-grade hardware, Krystal has created a new standard in virtual infrastructure.