



CASE STUDY

vitero

www.link11.com

On the way to become the pioneer of virtual collaboration in Germany with Link11

At the heart of the German technology landscape, Stuttgart-based vitero GmbH has established itself as an innovation leader in sophisticated virtual live communication for over two decades. The company is more than just a software provider; it is an architect of digital meeting spaces. Its core product, vitero inspire, is the result of groundbreaking research by the Fraunhofer Institute and stands out from the competition thanks to its unique “What You See Is What I See” concept. This approach ensures unmatched transparency and intuitive interaction, which is particularly valued in sensitive areas of application such as live e-learning, live collaboration, and e-health.

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The focus on business-to-business customers, including numerous corporations, educational institutions, and government agencies, means that the requirements for stability, security, and data protection are high. A GDPR-compliant architecture with servers located in Germany is not just a feature for vitero, but a central value proposition. For vitero’s customers, an uninterrupted connection is not a convenience, but a basic requirement for the success of their digital training courses, conferences, and consultations. Any outage would directly undermine this core promise.

A system shutdown with far-reaching consequences

Even before the world switched to remote solutions across the board, vitero experienced the digital nightmare of every online

service provider: a massive and targeted DDoS attack. The attack was not just a brief disruption, but a flood of malicious traffic that completely overwhelmed the infrastructure.

“It simply completely disabled us for half a day to a day, and for us as a provider, that is pretty much the worst thing that can happen. In such a situation, the entire day-to-day business is completely affected,” recalls Fabian Schunter, Head of Software Development, referring to the critical situation and the strategic dimension of the problem.

The consequences were severe and unfolded on multiple levels. Technically, it resulted in a complete failure. From a business perspective, the situation was critical. Ongoing virtual meetings were abruptly interrupted, scheduled training sessions were cancelled, and customers were faced with inaccessible login pages. Support channels were flooded while the vitero team worked under intense pressure to regain control and inform customers.

This incident was more than just a technical glitch. It was an attack on the reputation and trust that vitero had built up over many years. It suddenly became clear that a reactive defense was not sufficient. The company needed a proactive, permanent, and highly specialized protection solution to guarantee the digital sovereignty of its platform.

The search for a solution: a strategic selection process for security

The decision to implement DDoS protection was not just technical, but also strategic. In consultation with its long-standing and trusted hosting partner, Cronon, a comprehensive evaluation process was launched. After analyzing several providers, Link11 was chosen. The reasons for this were complex and reflected vitero’s requirements:

- 1. Guaranteed data sovereignty and compliance:** As a German provider with BSI certification, Link11 met the essential requirement of ensuring compliance with strict German and European data protection guidelines (GDPR). This was crucial in maintaining the trust of security-conscious customers.
- 2. Uncompromising performance:** Live communication with the vitero software is extremely latency-sensitive. Every millisecond of delay can impair the user experience. The Link11 service was designed to guarantee a high throughput rate without noticeable latency, even with massive traffic – a critical criterion.
- 3. Operational efficiency and user-friendliness:** vitero needed a solution that would integrate seamlessly into existing processes and could be managed by the team without in-depth security expertise. Link11’s intuitive user interface and clear dashboards promised just that.

The implementation itself was carried out as a collaborative project between vitero, Cronon, and Link11 to ensure smooth and rapid commissioning.

Partnership on equal terms

The quality of a security solution often only becomes evident in an emergency – or during fine-tuning and real-world operations. This is precisely where the partnership proved its strength. Direct contact with Link11 support and close cooperation meant that questions and concerns were resolved quickly and seamlessly.

This experience reinforced confidence in Link11 as a true partner. To this day, vitero values having a personal contact person who knows the company’s specific requirements and provides proactive support. Fabian Schunter highlights this aspect as a decisive difference: „The collaboration is professional and personal at the same time. On the one hand, you feel like you’re working with people who understand what they’re doing, but at the same time, you don’t feel like you’re just the 20,000th customer. You have your own personal contact person who you can turn to at any time, and that makes the collaboration simply enjoyable.“



A proactive security solution that offers more

Since implementing the Link11 protection solution, concerns about attacks are a thing of the past. The vitero platform runs stably and reliably, and digital resilience has been sustainably strengthened. But the true added value of the solution only became apparent during ongoing operation. The Link11 service is more than just an invisible shield; it is also a powerful analysis tool.

The detailed metrics and traffic analyses provide vitero with valuable insights into its own product without the need for additional tools. The company can now track exactly which regions the accesses come from, what usage patterns customers exhibit, and how the load is distributed across the platform. These data-driven insights inform product development, infrastructure planning, and sales strategy, thus transforming a security investment into a tangible competitive advantage.

A secure future for digital communication

For vitero, the decision to choose Link11 was an investment in the company’s core competence: providing a secure and absolutely reliable platform for virtual communication. The combination of technological excellence, AI-powered automation, and a lived, personal partnership has proven to be a recipe for success. With Link11’s robust protection behind it, vitero can focus on its mission in every respect: shaping the future of digital collaboration—secure in the knowledge that the foundation of its services is protected against the growing threats of the digital world.

