



CASE STUDY



**BITNINJA PREVENTS SECURITY
INCIDENTS WITHOUT ADVERSELY
AFFECTING BUSINESS OPERATIONS**

BitNinja prevents security incidents without adversely affecting business operations



1-grid is a web hosting company based in Cape Town that provides solutions to the South African SME market. Their diverse product is tailored to assist businesses at all phases of creating and developing a digital presence, including company registration, professional e-mail service, Windows and Linux hosting, and website building.

-  Name: **Nico**
-  Country: **South Africa**
-  Number of servers: **~2000**
-  Issue: **Malware-infected websites, hacked sites, spam scripts**

The solution needed: **A multi-layered approach to prevent security incidents, without adversely affecting business operations**

Hi! Thank you for accepting the invitation to this interview. Please introduce yourself and the company!

My name is Nico, the DevOps Manager at 1-grid. 1-grid is a web hosting company based in Cape Town, South Africa, providing hosting services to over 35000 customers. We are passionate about developing the South African SME market, and our diverse product offering is tailored to assist businesses at all phases of creating and developing their digital presence.

BitNinja prevents security incidents without adversely affecting business operations

How many servers do you have? What are the key products/solutions offered by 1-grid right now, and how complete the portfolio is?

Our services run on locally hosted infrastructure with a server count of approximately 2000, including a mix of dedicated and VPS servers.

We have a wide variety of product offerings for SME's, starting with company registration, professional email, Windows & Linux hosting, dedicated and virtual servers, as well as a professional website builder.

Many companies decide to take their chances and don't use any security solutions. Why did you choose to take this risk seriously?

It's critically important to provide our customers with a safe and secure online environment and protect their personal and business data and operations. With the rising number of online threats and fraudulent and abusive activities companies face on a daily basis, it's important that we, as 1-grid, help our customers navigate these dangers and avoid costly business interruptions by providing comprehensive security protection at server level.

What are the most important things you look for in a cybersecurity solution?

The most critical aspect is to have a multi-layered approach to prevent security incidents, to have up-to-date threat intelligence, and the ability to implement server-wide protection for the growing attack vectors. At 1-grid, we believe in partnering with reputable security providers that understand the risks online businesses face and are able to provide actionable full-stack protection to prevent incidents.

When did you decide to start using BitNinja, and what were the main motivators?

Our previous security provider, although doing a great job at securing and preventing attacks on common CMS systems, lacked the ability to provide multi-layer full-stack server protection. We have been using BitNinja for the last two years and have found BitNinja to be very capable of preventing security incidents without adversely affecting business operations.

BitNinja prevents security incidents without adversely affecting business operations

What kind of issues did BitNinja resolve for 1-grid?

BitNinja has almost fully removed hacked & malware-infected websites. Together with the ease of management and excellent support, BitNinja has given our customers ease of mind knowing they are protected from reputational and business-impacting online threats.

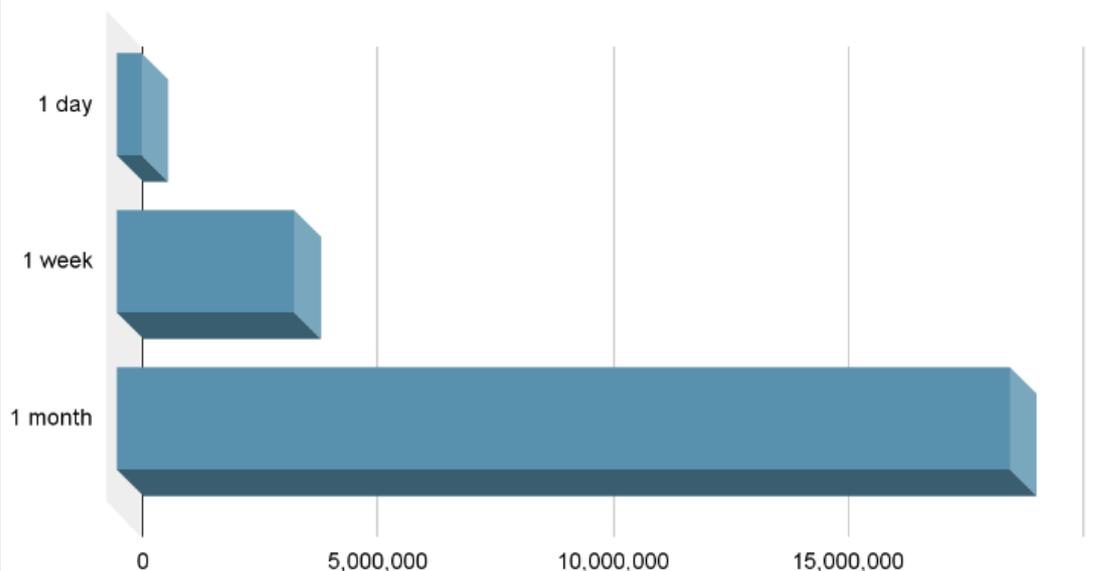
What kind of key performance indicators did you want to improve? Have they changed?

After implementing BitNinja, our incidents of malware-infected websites, hacked sites, or spam scripts have been reduced from a daily occurrence to one or two incidents a month.

Did you find it challenging to implement BitNinja?

No, BitNinja's implementation is straightforward, and we were able to roll out BitNinja protection across all our servers in a matter of hours.

Blocked incidents by BitNinja



BitNinja prevents security incidents without adversely affecting business operations

What were the first things the team noticed after BitNinja started running?

From looking at BitNinja's dashboard, it was clear that various incidents were detected and blocked.

Did the team's weekly cybersecurity routines change by implementing BitNinja? If yes, how?

The internal team has been using BitNinja to monitor security trends as well as to review and submit malware signatures. BitNinja has greatly reduced the time the internal team spent on cleaning infected websites.

What are the top 3 features/modules that you find the most useful in BitNinja, and why?

Malware protection, the WAF module, and the Honeypots are very effective in detecting and preventing online attacks.

How would you describe your experience with BitNinja in 3 words?

Effective, low maintenance, and excellent support

How likely would you recommend BitNinja for hosting providers?

We would definitely recommend BitNinja as it offers low maintenance, and effective protection, combined with a very responsive support team that is easily accessible.

Thank you for your precious time!

Let's make the Internet a safer place together!