Success Story of Cloud Solution

Cloud Solution Type IaaS & PaaS

Case Study Title **Microsoft Azure Cloud Protection and Managed Services for the Leisure and Cultural Services Department**

Basic Information Company Name: KBQuest Hong Kong Limited Client Name: Leisure and Cultural Services Department Deployment Date: Since 2013 Nov Web Site: http://www.lcsd.gov.hk

Introduction

KBQuest Hong Kong Limited provides the local management services, where utilizing the Azure security infrastructure and combining KBQuest customized security solution, as a cloud protection solution and management services.

The managed hosting and web threat protection services is a service package that provide a more direct and tailor-made support services to the customer that want to enjoy Microsoft Azure benefits:

- Act as the first-tier service provider to provide immediate support request to manage their resources and configurations on Microsoft Azure;

- Build secured hybrid network environment between department datacenter and Microsoft Azure datacenter to facilitate data security and interexchange;

- Migration of websites and applications from department datacenter to Microsoft Azure platform;

- Generate monthly usage, vulnerability, traffic report, based on user preference and requirement;

- Agree on a fixed Microsoft Azure spending which the customer feel comfortable and follow the compliance;

- Provide services integration that overcome some of the Microsoft Azure application integration limitations;

- Provide customizable servers and web applications health monitoring;

- Deploy customized web protection solution on Microsoft Azure web farm - applying IIS product and advanced request routing with online web application firewall module

Experience Sharing

The department owns one of the busiest Government public facing website in Hong Kong, serving over

ten thousands of Hong Kong citizens and visitors from mainland China daily, the Government department was hosting their web farm in a local web hosting company, and they will need to migrate their server farm to the cloud due to the growing number of visitors and the architectural changes in their web farm solution. Which had successfully been migrated by our management services team and at the same time the Government department is facing another tier of challenges and threat which can be mitigated by the cloud infrastructure:

- Expect security threats from worldwide hackers, which target on Government website
- Protection measure needs to be applied immediately within limited timeframe to protect 50+ public websites in different Government datacenters

We have come up the protection solution, making use of Microsoft Azure first class intrusion detection and DDoS protection mechanism, in addition to our customized advanced request routing and web application firewall module, the service offering is matching all they need and they can successfully protect their web farms on Microsoft Azure and in their datacenter within a week of time without any major problem. They have been running their web farm, and our services, until now and they have plan to migrate more public facing web sites/application to the cloud in future.

Besides the cost effectiveness, scalability of cloud resource and the guaranteed datacenter quality and services availability SLA, in terms of business operation the cloud solution and deployment has increased productivity in 2 major areas, the almost immediate on-demand new server setup, which for traditional hosting, it will require at least 1 business days for a new server setup with OS ready and in our service, thanks to the management convenience of Microsoft Azure, setup, clone, or configure a new server can be ready within 4 hours, it spent 80% less time for provisioning a new server.

And for any emergency server recovery (from cold and non-stand-by backup), with the ready server image backup, the recover instance can be configured to production in less than 1 hour as well. Which is usually require about 4 hours in local industry that decrease the restore time by 75%.

Practical Tips

In order to maximize the benefits of cloud solution, it is important for evaluate if your current solution is scalable – the scalability design has to be considered in terms of technology selection and implementation approach – it can definitely expedite the cloud migration and enjoy the most of cloud resource available.