

Delivering application performance and security for a leading car rental service

State-of-the-art caching, WAF and developer toolset for critical web assets



Challenge

- Optimize technology spend
- Gain flexibility and visibility
- Increase control and streamline workflows
- Faster time-to-market

Solution

- DevOps-centric edge delivery platform
- Fully configurable distributed Varnish Cache
- ThreatX next-generation web application firewall (WAF)

Results

- Performance improvement
- Better security
- Increased control
- Faster time-to-market
- Streamlined workflows
- Lower total cost of ownership

The Customer:

Major international car rental company

As the pandemic brought travel to a halt in 2020, major players in the hospitality and tourism industries sought to modernize their businesses and work more efficiently while preparing for the return of business and leisure trips.

It was in this context that a global leader in international car rental services approached Lumen to streamline their operations and their costs. Working with over 20,000 rental locations across the world, the company offers car hires, motorhome rentals and luxury vehicles, amongst other services through a set of consumer-facing websites and mobile applications.

The Challenge:

Gain flexibility, control and visibility while optimizing technology spend

This rental car agency sought to optimize technology spend across their solutions portfolio while maintaining mission critical services. With nearly 100 web applications under their umbrella, their technology teams struggled with lack of flexibility and control over their existing “black box” website delivery solution.

The performance and security solutions offered by their incumbent provider offered limited control and visibility. To fully optimize their web application delivery, the team needed granular configuration options for caching and HTTP rewriting/routing, along with a more intelligent web application firewall (WAF) to protect their applications from modern threats.

Furthermore, these ill-adapted solutions were expensive, and their missing functionality slowed the pace of innovation. Our customer recognized an opportunity to leverage existing technology investments to gain transformative upgrades.

The Solution:

Lumen edge delivery framework including Varnish Cache, ThreatX WAF and a rich developer toolkit

The company recognized an opportunity to replace their delivery solution with the Lumen CDN and accompanying edge delivery offerings. The flexibility of the Lumen approach allowed the customer to gain a full-featured DevOps-centric framework, all while giving teams full control over performance, security and scalability.

The company combined several of the Lumen application delivery modules into a solution set that worked for their team:

A fully-configurable, distributed Varnish Cache setup to cache, route, block and manipulate HTTP traffic. Fast, flexible and backed by a global infrastructure, Lumen Varnish Cache solutions run within our edge delivery framework and include real-time metrics and logs for easy performance monitoring.

ThreatX next-generation web application firewall (WAF). Unlike many CDN providers, Lumen takes an ecosystem approach to application security. In other words, industry-leading security providers are offered natively within our edge computing offering. Our customer chose ThreatX for its behavior-based threat profiling and detection, which helps companies avoid false positives and offers an operationally-friendly UI.

DevOps-centric toolset. Thanks to its modular edge computing framework, Lumen solutions help streamline workflows, give more observability and control to operations teams, and offered a flexible configuration and troubleshooting. Developer friendly tooling has sped up the company's engineering cycles.

The Benefits:

Improved performance, better security, and operational efficiency

Lumen solutions helped this rental car provider to improve web application performance and security with a modern toolset.

They were able to gain control while reducing the monetary and operational costs of running black-box technology.

100%
of sites migrated
ahead of schedule

The flexibility of the solution has also improved internal development workflows and hastened time to market, as evidenced in the company's ability to migrate 100% of their websites onto the system ahead of schedule.

With improved cross-team efficiency and streamlined workflows, their teams are planning more ambitious updates in 2021.