

The Ottawa Police Service deploys proactive security expertise and cloud-based infrastructure to defend its website from cyberattack

Supported recovery

and restoration of website infrastructure with fast, responsive support

Hardened defenses

with a security-rich, cloud-based platform and advanced site defense technology

Provided assurance

with security environment that successfully thwarted subsequent website attacks



Business challenge: The Ottawa Police Service suffered a distributed denial of service (DDoS) attack on its externally-hosted websites from hackers using ingenious combinations of malicious code and social engineering. To restore full functionality to the OPS websites effectively, the organization needed deliberate, painstaking, expert IT support to assess the site's condition, provide a new hosting environment, and restore the site's functionality as quickly as possible.

The smarter solution: To restore its web services and regain the public's trust, OPS migrated its infrastructure from a third-party internet service provider (ISP) to a security-rich infrastructure-as-a-service (IaaS) platform hosted on SoftLayer virtual server infrastructure. The new solution protects web traffic by cloaking and routing it through the cloud so that when hackers attempt to render the network unavailable to its intended audience, data is isolated from the offending intrusion.

"We appreciate all the help and support we have received from our vendor partners. I think this creates a great foundation for us moving forward."

—Daniel Steeves, chief information officer



Solution components

- IBM® Global Technology Services® - Integrated Technology Services
- IBM Managed Security Services (MSS)
- IBM Cybersecurity Assessment and Response Services
- SoftLayer