Proxy provider relies on Zero Trust Access controls.

Webshare ensures security for customer data with Barracuda CloudGen Access.

Profile
- San Francisco Bay Area-based provider of enterprise proxy services
- 10,000+ customers and 100,000+ users served
- Founded in 2018

Challenges
- Ensure ironclad secure access to high numbers of globally distributed resources
- Implement a Kubernetes-integrated Docker/Container-based solution
- Meet SLA commitments during rapid growth without sacrificing security

Solution
- Barracuda CloudGen Access (formerly Fyde)

Results
- Trust-based access controls ensure data and resources are protected
- Able to securely and efficiently process 250B+ monthly proxy requests
- Improved visibility and advanced data collection and analytics help optimize service delivery

Commitment to security helps drive rapid growth

In the competitive enterprise-proxy-services industry, Webshare’s rapid growth is driven in part by its unusually strong commitment to security and data privacy. “Enterprise leaders need fast, powerful proxy services,” says Utku Zihnioglu, Webshare’s founder and CEO. “And above all they need to know that their data, users, and resources are completely secure.”

As part of that commitment, Webshare retains complete control over its entire proxy infrastructure. Customer data is never shared with any third parties, and Webshare never routes customer business traffic over compromised servers or residential devices.

“It might be easier to operate with third-party services, using strong access controls,” says Zihnioglu. “But we’d have no visibility if those services developed vulnerabilities. So we secure that attack surface by removing it. No one but our employees can access our resources.”

Scaling without sacrifice

“Because we keep our network resources isolated for security, we needed a solution that would let employees instantly access any of a large number of individual VMs or containers in Kubernetes datacenters all over the world,” says Zihnioglu. “Conventional VPN and SD-WAN solutions could not securely provide the connectivity and access needed to adequately support our customers.”
In conversation with a professional colleague, Zihnioglu learned about Barracuda CloudGen Access (called Fyde at that time). “I could see that by automating authentication and authorization, this would allow us to scale our business rapidly, while maintaining optimal security,” he says.

“Without Barracuda CloudGen Access, we would not be able to provide adequate customer support,” continues Zihnioglu. “We would have to sacrifice either speed and responsiveness, or security—either of which would fundamentally undermine our business model.”

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Founder/CEO, Webshare

Expanding capabilities, improving security

Zihnioglu has been gradually enabling more of the security-enhancing zero-trust access-control features of CloudGen Access. “The solution makes it very simple to assign specific access privileges to specific individuals or groups at specific times and so on,” he says. “And the full-time monitoring with multiple layers of authentication obviously raises the security bar.”

Barracuda CloudGen Access includes rich reporting capabilities designed to support compliance. “Without CloudGen Access we’d lose the ability to gather, categorize, and analyze a large amount of data about customer behavior,” says Zihnioglu, “which our team uses to uncover customer needs, optimize customer experience, and build new services.”

Zihnioglu expects to continue supporting Webshare’s high rate of growth with Barracuda CloudGen Access. “When Fyde was acquired by Barracuda and renamed CloudGen Access, Sinan [Eren, Fyde founder and Barracuda VP for Zero-Trust Engineering] assured me it would be a seamless transition,” says Zihnioglu, “and that’s what’s happened. I continue to have full confidence in CloudGen Access to simplify and optimize secure resource access.”

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Learn more about Barracuda CloudGen Access
barracuda.com/products/cloudgen-access