



## Customer Case Study



### Client

GSI Commerce, Inc.

### Location

King of Prussia, Pennsylvania

### Industry

Web e-commerce

## GSI Commerce

### Challenge

GSI Commerce is a leading provider of e-commerce solutions that enable retailers, branded manufacturers, entertainment companies and sports organizations to operate e-commerce businesses. The company provides an integrated e-commerce platform that encompasses technology, logistics, customer care, and marketing services. GSI Commerce has approximately 60 customer/partners in 11 retail categories.

“GSI Commerce partners with companies to enable them to grow their e-commerce businesses faster and more profitably than they could otherwise do on their own,” said Wyman Lewis, Director of Information Security for GSI.

With two fully redundant data centers collocated with a major Telco tier one provider, Lewis manages security for a network involving hundreds of servers that provide the front end Web presence for GSI’s partners. “These are mission critical e-commerce applications that fuel the business growth and success of our customers,” Lewis emphasized, “We required a security solution that would help us protect the network from hackers and other threats while maintaining 24x7 availability,” said Lewis.

### Solution

GSI Commerce researched Alert Logic’s network protection solution and found the offering to complement the company’s in-house capabilities.

“A managed threat defense was a critical requirement for our network security, but we needed to find a way we could balance the need with available resources. Alert Logic offered both the technology and the certified and experienced staff to monitor and protect our network around the clock,” said Lewis.

GSI Commerce maintains a production and operations network center to monitor its infrastructure. Alert Logic supplies a layer of technology and oversight, which can detect and contain threats before they can harm the network.

Along with the reassurance of monitoring threats 24x7, Lewis pointed out that Alert Logic’s on-demand solution provides a critical component in demonstrating compliance with the PCI Data Security Standard. Supported by major credit card issuers, including VISA, MasterCard, American Express and Discover, the PCI Data Security Standard provides guidelines and requirements for safeguarding sensitive customer and transaction data.

“Compliance with the PCI Data Security Standard is an absolute must for our business,” Lewis emphasized. “Part of our IT systems audit includes a requirement that we have security controls in place for our intrusion defense systems and that we can demonstrate that we monitor these systems around the clock,” he said. “Using Alert Logic’s managed threat defense solution in conjunction with our other security measures, helped us to demonstrate compliance with the PCI Data Security Standard and pass the audit.”

## Results

“It’s an efficiency balancing act,” said Lewis. “And that’s why our relationship with Alert Logic is important. The Alert Logic people perform as if they are an extension of my internal staff, but I gain the efficiencies associated with outsourced services.”

The net result, according to Lewis, is that he has peace of mind. “I know GSI’s network is under constant protection surveillance. I also know that the system can stand up to a rigorous compliance audit.”

Lewis noted that Alert Logic’s on-demand solution was cost competitive, if not lower in price, than any of the alternatives GSI evaluated. Lewis also said that deployment was virtually painless and that he had no maintenance or update concerns because Alert Logic handles the administration.

“Additionally, Alert Logic has provided us with outstanding customer service and technical support. They have always been there when we’ve had a question and they always follow through with an answer to resolve any issue.”

## About GSI Commerce

GSI Commerce is a leading provider of e-commerce solutions that enable retailers, branded manufacturers, entertainment companies and professional sports organizations to operate e-commerce businesses. The company provides solutions for its partners through an integrated e-commerce platform, which is comprised of three components: technology, logistics and customer care, and marketing services. The company provides e-commerce solutions for approximately 60 partners. For more information visit [www.gsicommerce.com](http://www.gsicommerce.com).

## About Alert Logic

Alert Logic is the security industry’s only provider of on-demand intrusion protection, vulnerability management, and IT compliance automation solutions. Unlike appliance or software products, our Software-as-a-Service platform delivers solutions on-demand, featuring rapid deployment, zero maintenance, and no hardware or software costs. As a result, Alert Logic customers can detect and contain network threats, discover and correct network vulnerabilities, and help ensure compliance with policies and regulations. Headquartered in Houston, Texas, more information about Alert Logic is available at [www.alertlogic.com](http://www.alertlogic.com).

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