SecureLogix Halts Harassing Calls for Federal Security Agency

Robocalls & Spam

Harassing / Restricted Calls

TDoS

Challenge

In 2011, a Federal security agency became a SecureLogix customer after seeking help with harassing robocalls. Thousands of robocalls, as well as calls with restricted phone numbers were coming in monthly to over 35 of the agency's locations. Not only was the flood of calls adding to the agency's workload the call volume could potentially impact critical operations.

Approach

SecureLogix's Call Defense System provides a voice firewall, voice intrusion prevention, and call analytics reporting. SecureLogix's real-time, pattern threat detection and prevention helped the Federal agency strengthen its voice security posture.

SecureLogix has blocked 7% of all incoming calls annually for this agency, an average of over 242,000 calls each month. At an average of two minutes per call, SecureLogix has saved the agency from dealing with over 8,000 hours of fraudulent calls in a single year.

Result

SecureLogix's Call Defense System is an efficient call-blocking tool that can stop restricted phone numbers from connecting to the agency's voice system. The policy-based call reporting allows for collecting data on targeted calls of interest.

SecureLogix can also block all outgoing Caller ID information, track and report on blocked calls and other unusual call patterns, and support more informed capacity planning for surges in phone traffic.

By enhanced the agency's overall security posture, SecureLogix was able to protect and control the agency's sensitive information and preserve their capacity for key critical operations from the impacts of robocall-induced TDoS attacks.

Solution

CALL DEFENSE™
system

SecureLogix®

https://securelogix.com