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Case Study



Île-de-France Mobilités

Securing DNS flows to strengthen the resilience and sovereignty of network infrastructure

Project Objectives

- Protect DNS flows against data exfiltration and intrusion risks.
- Strengthen DNS resilience to prevent critical outages or compromises.
- Replace a complex in-house approach with a specialized solution designed for DNS protection.
- Rely on a robust network defense line adapted to a sensitive environment.
- Benefit from a sovereign solution provided by a trusted French and European player.

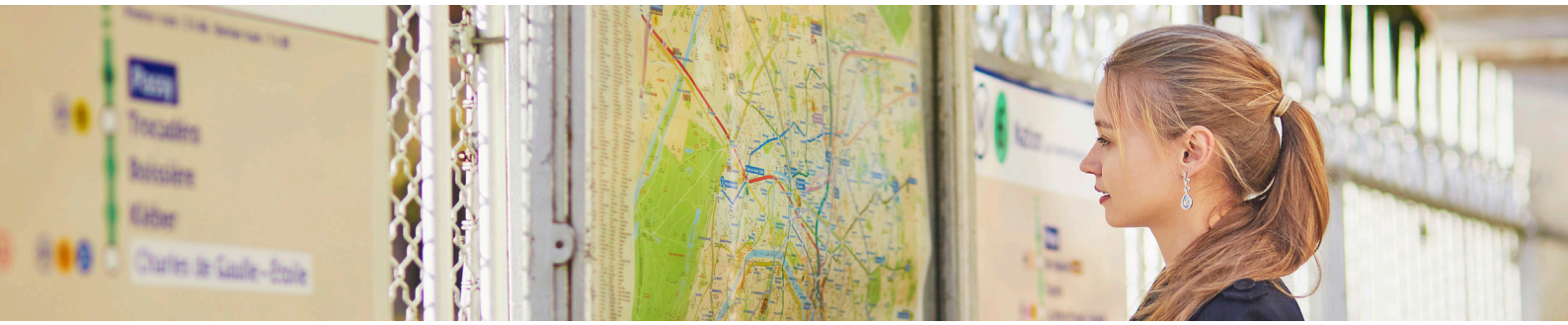
Key Advantages

- Advanced DNS protection across a perimeter critical to information system security.
- Robust and stable solution, being used for 15 years by Île-de-France Mobilités.
- Secure, structured architecture, regularly reviewed with EfficientIP experts.
- Professional, responsive support tailored to the complexity of the infrastructure.
- Enhanced confidence in a specialized, sovereign, and technically differentiated solution.

Île-de-France Mobilités is the public body responsible for organizing, coordinating, and developing public transport in the Île-de-France region. Its digital infrastructure directly or indirectly supports the transport ecosystem of nine ten million journeys, which demands a high level of security, resilience, and operational continuity.

"The level of expertise of the people we interact with, the quality of support, and the consistently high standards maintained are highly valued strengths of EfficientIP."

Daniel Gauvain, Cybersecurity Manager, Île-de-France Mobilités



Situation and Challenges Encountered

Île-de-France Mobilités sought to strengthen the protection of its DNS flows, identified as a network security point to be improved. The teams were aware that information could be exfiltrated through DNS queries and that this type of attack represented a major risk to a sensitive information system.

Before relying on a specialized solution, DNS protection was based on internally built architectures, using generic components, with partitioned zones and defense mechanisms adapted to current needs. This approach addressed some challenges, but it placed the responsibility on the teams to design, maintain, and evolve a complex line of defense themselves.

Beyond exfiltration, the challenge also concerned resilience. For the organization, unavailability or corruption of DNS services could have major consequences for operational continuity. Île-de-France Mobilités therefore needed a solution capable of securing these exchanges, preventing compromises, and providing a higher level of protection than a general-purpose approach.

The Selected EfficientIP Solution

Île-de-France Mobilités has been using EfficientIP for approximately 15 years. The initial choice was based on a strong conviction: rather than continuing to build in-house DNS defense, the organization wanted to rely on a solution designed by specialists in the field, enriched by the experience of numerous clients, and designed to meet advanced security needs.

EfficientIP was chosen for its specific expertise in protecting DNS traffic and its ability to provide a level of security difficult to achieve with general-purpose solutions. By focusing its functionalities on DNS and DHCP security, the solution reduces complexity, limits vulnerabilities, and structures a dedicated line of defense.

The technical aspects also played a significant role in the decision: integrated firewalling, secure views, redundancy, accessibility, updates, and a design regularly reviewed with EfficientIP experts. For a French government agency operating sensitive infrastructure, the vendor's sovereignty is also a crucial trust criterion, directly linked to the sensitivity of the protected area.

"If the DNS fails or its integrity is compromised, it's a disaster. We've shared this vision of DNS resilience for a long time."

Daniel Gauvain, Cybersecurity Manager, Île-de-France Mobilités



Key Results

Since implementing EfficientIP, Île-de-France Mobilités has benefited from a stable, robust solution tailored to its security requirements.

The platform provides advanced DNS protection in a critical environment, with a level of reliability that significantly reduces the demands placed on it by operational incidents.

The solution has also enabled the formalization and long-term maintenance of a more structured defense architecture.

During major upgrades, the platform design is reassessed with EfficientIP experts to ensure that best practices remain relevant to threats and the organization's needs. This approach helps strengthen confidence in the solution and its ability to evolve.

Île-de-France Mobilités also highlighted the quality of EfficientIP support. The organization now has a dedicated contact person who can provide real value regarding architectures, modifications, security maintenance, and operational maintenance. This improved support is seen as a key element of the relationship with EfficientIP.

> **"Today, I feel that EfficientIP is still far ahead in terms of quality of DNS traffic protection."**
>
> Daniel Gauvain, Cybersecurity Manager, Île-de-France Mobilités

Looking ahead

Île-de-France Mobilités plans to continue regularly challenging its security solutions, in line with a strategy of continuous technological monitoring. Even though EfficientIP is currently perceived as a very well-positioned solution for protecting DNS flows, the organization maintains a strong requirement: ensuring that the platform continues to meet the security, resilience, and sovereignty needs of its infrastructure.

A key area for improvement concerns the use of DNS Guardian. This component is already installed at Île-de-France Mobilités, but it is not yet fully utilized. The goal is now to better understand, configure, and use this capability to strengthen monitoring, improve visibility into DNS protection activity, and produce more actionable reports for cybersecurity teams.

In the longer term, the continuity of the relationship with EfficientIP relies on maintaining the level of technical expertise, the quality of support, and trust in a sovereign provider. These elements will remain crucial in future network security decisions.

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As one of the world's fastest growing DDI vendors, EfficientIP helps organizations drive business efficiency through agile, secure and reliable network infrastructures. Our unified management framework for DNS-DHCP-IPAM (DDI) and network configurations ensures end-to-end visibility, consistency control and advanced automation. Additionally, our unique 360° DNS security solution protects data confidentiality and application access from anywhere at any time. Companies rely on us to help control the risks and reduce the complexity of challenges they face with modern key IT initiatives such as cloud applications, virtualization, and mobility. Institutions across a variety of industries and government sectors worldwide rely on our offerings to assure business continuity, reduce operating costs and increase the management efficiency of their network and security teams.
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