

# Whalebone Peacemaker & Kittitas Broadband



“Smaller ISPs need to be focusing on better customer support, care, and experience. Whalebone’s Managed Full-Fledged Protective DNS Peacemaker is the way to enrich that, providing unmatched value for its price.”

**CARLAN WRAY**  
CEO AT KITTITAS BROADBAND



# Taking care of ISP's network puts customers' minds at ease

## Goals

Provide faster DNS resolution to customers. Reduce the malicious actor payload within their network and improve customer relationship management.

## Result

Easy deployment within 20 minutes: Issues with malware impacts (such as IP blacklisting) vanished. The traffic of all of the ISP customers is protected against cyber threats and Customers' satisfaction with the service increased.



“Setting up alerts, threat reporting, and custom thresholds was very helpful. We have already detected multiple infected devices that were communicating with C&C servers. Now, we will more proactively watch and monitor the DNS traffic”

**CARLAN WRAY,**  
CEO AT KITTITAS BROADBAND

**With the saturated ISP market, it is important to stand out, to be different from the rest.** Internet connection is not provided to households and businesses just from regular Internet providers. There are other players, such as Telcos and now also Starlink, which is pretty much anywhere around the globe, and they are taking their share, too. Offering just more Mbps for a better price will not cut the line anymore.

The increasing amount of botnets and the volume of DDoS attacks is no coincidence. Most users are not skilled enough to properly secure their networks and devices targeted by malicious actors. This puts an unnecessary and more importantly undesired load on ISP's network, increasing the operational costs. One of the biggest issues when dealing with malicious network traffic is the lack of visibility.

**If you can not see it, you can not fix it. It is as simple as that. Higher visibility enables you to react more promptly to lurking threats within your network, and it provides you with the option to easily trace DNS requests back to their original source.**

# Security at your fingertips



Once Kittitas Broadband's customers encountered issues related to DNS resolving, the provider knew they had to change their current approach to DNS.

After doing some research on DNS resolver providers, they found the right solution to their issue – Whalebone Peacemaker – for its fast and easy deployment, unparalleled speed, and the level of security it provides.

The implementation was even easier than they expected.

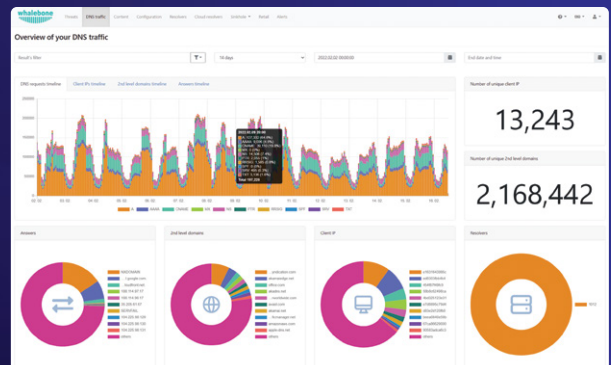
The moment they started their virtual servers, it took just a few minutes to get everything up and running. After that it was just a simple change of policy to redirect DNS traffic through Whalebone Peacemaker and the value was immediately visible.

Easy deployment, unmatched speed, and a heightened level of security aren't the only values Whalebone Peacemaker provides.

**With it Kittitas Broadband also gained full visibility into their DNS traffic, the ability to filter content based on categories or custom rules, and all of this with very low hardware requirements.**

“The Whalebone platform is well thought out and easy to use starting with simple and fast installation and going further. The most difficult configuration step was finding our logo in Dropbox to customize the warning messages.”

**CARLAN WRAY**  
CEO AT KITTITAS BROADBAND



RESULT

# Secure, reliable, and faster network

Whalebone Peacemaker enabled Kittitas Broadband to differentiate itself from other ISPs. Not only that they provide reliable Internet connection, but now the web browsing is faster, and more importantly, secure.

The security aspect allows them to **deepen their relationship with customers who value the security** feedback they get from their Internet provider.

To add to that, even the ISP's network is protected from having their IPs blacklisted because of customers' hacked devices.

**On top of that, not having to deal with user-generated issues saves money and time.**

## DNS resolver for ISPs to save time and boost revenue

### ADDITIONAL REFERENCES

ASIAN VISION  
FIBER • DIGITAL • WIFI

MARYKIRK.COM

DK WIRELESS

bitCONNECT

purefibre

ROYAL CABLE

O<sub>2</sub>

A1 Telekom  
Austria  
Group

NEAS

PlayMAX


Easily redirect part of  
your network traffic to  
Whalebone resolvers  
and try out our trial.

[peacemaker@whalebone.io](mailto:peacemaker@whalebone.io)

We will be more than happy to answer any questions. Mutual satisfaction is our main goal and we will do our best to fulfill your requests.

[www.whalebone.io](http://www.whalebone.io)

Learn more about our products at:  
[whalebone.io/peacemaker](http://whalebone.io/peacemaker)

 Follow us on LinkedIn for more information on DNS security.