Customer Major State Agency

Major state agency handles website traffic spikes while reducing security costs by 50% with Cloudflare

A major state agency, which has significant web presence, and runs multiple websites, sought to deliver reliable, responsive experiences to its millions of users — while also protecting web applications from attacks. It also needed to accommodate temporary spikes in traffic without having to pay exorbitant fees.

Though cost cutting was a high priority, the Agency needed strong security to safeguard its users' contact information. Its users needed to have the confidence that the state agency website — and its data — would always be protected.

Handling traffic spikes and protecting websites with Cloudflare

Several of the state agency's vendors and technology partners recommended that the team explore Cloudflare offerings. When they met with the Cloudflare team, the state agency's IT team felt that Cloudflare had an edge over its existing provider. From there, the agency made the decision to move forward with Cloudflare.

The agency selected Cloudflare DDoS protection, Web Application Firewall (WAF), and Bot Management solutions, all of which can protect the organization's websites from a variety of highly disruptive attacks. The organization also benefits from the massive Cloudflare network, which helps deliver responsive experiences to web visitors wherever they are located.

Moving to Cloudflare in less than a week

The agency's IT team worked with Cloudflare to help ensure a painless migration. "Onboarding with Cloudflare was amazingly smooth. The migration from our legacy solution was fast and seamless," notes one of the IT team members. "Even though we decided to migrate gradually, it took less than a week. And there was no interruption in service." After running through some demos and tutorials with Cloudflare, the agency's IT team was ready to take control. "The UI is very easy to navigate and understand," noted a team member. "We're definitely fans."

On an ongoing basis, the state agency's team members know they can rely on Cloudflare for answers to any questions. "The Cloudflare team is very knowledgeable and responsive. We always leave meetings really well-informed about products and best practices. It is a very good experience for us."

Key Results

- Saved 50% of costs on web application security
- Migrated to Cloudflare in less than one week
- Avoided overage charges for traffic spikes
- Sustained availability for critical websites
- Maintained player trust and strengthened integrity

Related Products

- Cloudflare WAF
- Cloudflare DDoS protection
- Cloudflare Bot Management
- Cloudflare CDN

Eliminating overage charges — and saving 50% of costs

Switching to Cloudflare has helped the state agency handle periodic spikes in traffic without incurring additional fees. Using Cloudflare has also helped reduce overall application security costs substantially, which is particularly important for a state-run organization that has to adhere to a state budget every year. The cost of Cloudflare was very appealing to the agency who is now spending less than 50% with Cloudflare compared to its previous vendor. Those savings enable the agency to spend its IT budgets on other needs — whether that is ordering more laptops, implementing additional security, or launching other initiatives.

Strengthening security and enhancing visibility

Though the state agency is run by a government commission, the organization faces all the same types of cyberthreats as private businesses. It encounters DDoS attacks, hacking attempts, ransomware attacks, and more. It is constantly working to address those threats — and stay out of the news.

The move to Cloudflare has helped the organization prevent attacks from succeeding because it now knows that Cloudflare is actively protecting its environment. If it wants to see the security working, it has full visibility: it can easily check the status updates and see everything that is going on.

Securing the websites helps the state agency deliver on its core values and live up to its promise of integrity. It has the confidence that its sites will be available and its players' data will stay protected.

Looking ahead with Cloudflare

By moving to Cloudflare, the agency now has a scalable, cost-effective platform for protecting web properties no matter how many people visit at once. In the event that it adds new sites in the future, it knows that Cloudflare will continue to keep its sites available and secure even as it grows.