Israel Post Safeguards National Services with Radware's Web DDoS and Application Protection

CUSTOMER

Israel Post

INDUSTRY

Government – National Postal Service

CHALLENGES FACED

- Web DDoS attacks on citizen-facing services
- Insufficient threat detection from legacy WAF solutions
- Need to distinguish between legitimate bots (e.g., parcel status checks) and malicious bots
- High dependence on internal infrastructure requiring stable load balancing
- Ensuring always-on access to mission-critical applications

WHY RADWARE APPLICATION PROTECTION & ALTEON VA?

- **Proactive Threat Response:** Detects and mitigates attacks before they impact services.
- **Behavioral DDoS Protection via WAF:** Stops application-layer attacks without blocking legitimate users.
- **Advanced Bot Management:** Ensures good bots can operate while blocking malicious automation.
- **Stable Load Balancing with Alteon VA:** Supports high availability and reliability across internal systems.
- **Trusted Partner for Over Five Years:** Long-standing collaboration and consistent performance.

Overview

The Israel Postal Company (Israel Post) serves millions of citizens daily through critical services like logistics, mail delivery, and digital services. With rising cyberthreats—particularly Web DDoS attacks and malicious bot activity—the organization needed a comprehensive, intelligent solution to maintain service continuity and security.

A Radware client for over five years, Israel Post selected Radware Application Protection (a fully managed service that includes Cloud WAF and Bot Manager) along with Radware Alteon VA and GEL licensing for load balancing. This approach provides real-time mitigation, accurate bot detection, and seamless service availability for both public-facing and internal systems.

Challenges

The service operates in a highly exposed environment, serving as Israel's only postal and logistics provider. With critical digital services accessed by millions, the organization faces continuous **Layer 7 (Web DDoS)** and **bot attacks.**

In one recent incident, a public-facing application failed despite being protected by a third-party WAF. According to David, Cybersecurity Manager at this national postal service, ***"The application was down, and the other WAF didn't even recognize it as an attack. Once we switched to Radware's Application Protection, the attack was immediately blocked, and the service recovered."*** —David Amit, Cyber Security Manager, Israel Post

Additionally, Israel Post needed to ensure that "good bots"—such as those from global e-commerce sites tracking parcel status—were not mistakenly blocked (a capability their legacy solution lacked).

Solution

Israel Post deployed **Radware Application Protection**, a fully managed solution that combines **Cloud WAF** and **Bot Manager**, into a unified defense against sophisticated web threats. Radware's **Emergency Response Team (ERT)** provides around-the-clock monitoring, configuration updates, and proactive alerts.

The organization also uses **Radware Alteon VA** with **GEL licensing** to ensure stable, high-performance load balancing across internal systems. ***"Alteon VA is critical to our operations. If it goes down, the organization goes down. But it's so stable we barely talk about it—and that's exactly how it should be,"*** said David Amit.

The service was particularly impressed by the responsiveness of Radware's team: ***"Even before we notice something, Radware is calling us. No tickets, no escalations. It's personal, fast, and professional—this is the gold standard,"*** he added.

Benefits

- **Real-Time Mitigation:** Blocks sophisticated application-layer attacks before they cause damage.
- **Accurate Bot Filtering: Radware Bot Manager** allows good bots while preventing abuse from bad bots.
- **Infrastructure Stability: Alteon VA** ensures load-balanced internal systems stay operational.
- **Proactive Support: Radware ERT r**esponds immediately—even before incidents are reported.

Conclusion

The Israel Postal Company protects both its public services and internal infrastructure with **Radware Application Protection** and **Alteon VA** and **GEL**. The combined solution ensures uptime, behavioral threat mitigation, and uninterrupted public access. This long-term partnership has delivered security, performance, and trust—essential for a national provider serving millions daily.

> *Radware's service is a model others should follow—immediate, personal, and effective."*
>
> **— David Amit, Cyber Security Manager, Israel Post**

To learn more about how **Radware Web DDoS and Application Protection services** can safeguard your organization,

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