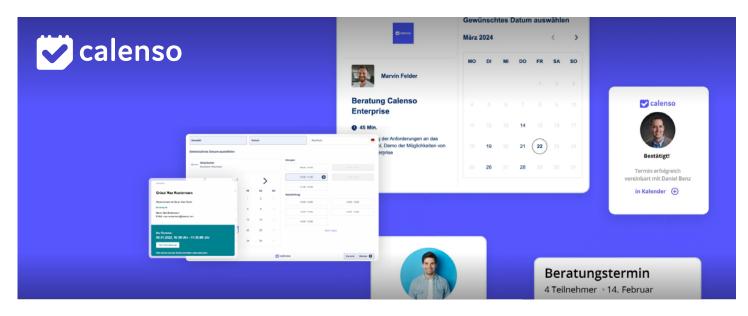# MYRA

Legally GDPR-Compliant IT Security as a Success Factor

Case Study
Calenso

Solutions
DDoS Protection
Hyperscale WAF
CDN

MYRA

GDPR Compliance as a Business Game Changer: Calenso and Myra Set Benchmark for Secure Online Appointment Processes

Executive Summary

Calenso, a software company founded in Lucerne in 2016, offers an all-in-one solution for automated online appointment processes – from making appointments and questionnaires to video conferencing and online payment. Calenso's customer base includes organizations from consulting-intensive industries, insurance companies and the public sector, such as Helvetia Insurance, BME Group, SHK Germany and Vivavest Immobilien.

Appointment data must be available at all times and protected in a legally compliant manner in accordance with the requirements of the General Data Protection Regulation (GDPR). After all, this is sensitive information that could be misused to identify individuals. The continuous availability of the online appointment scheduling is also essential for smooth operations in companies and government agencies with intensive customer contact. An outage would significantly disrupt work processes and cause additional work and frustration for both customers and employees.

Therefore, IT security and data protection are of the highest priority for Calenso. The Swiss company has been protecting its services with Myra Security's application security solutions since the end of 2022 and has since expanded the protection to other domains.

Starting Point and Goals

Based on the strategic decision to win larger and more demanding organizations as customers – particularly in the public sector – Calenso was striving to meet the highest data protection and data security requirements in 2022. Their security service provider at the time was unable to fully meet these requirements, which meant that critical questions and sometimes lengthy discussions arose in negotiations with potential customers on a regular basis.

"To solve this problem, we started looking for a certified security service provider that fully meets the high data protection requirements of our target customers as well as all legal and regulatory security requirements," recalls Patrick Breiter, CTO and co-founder of Calenso. "With Myra, we get all of this from a single source and at a high level of compliance that comparable security solutions don't offer. Our customers and their users can rest assured that their appointment data is always available and protected in full compliance with the GDPR."

Implementation

Calenso first contacted Myra Security in September 2022 at the recommendation of a Swiss insurance company. The contract was signed just four weeks later. The new protection system was up and running before the end of the year.

Since the end of 2022, Myra has been securing several Calenso domains against cyberattacks at the application level (layer 7) using DDoS protection and a Web Application Firewall (WAF). Myra's application protection can be implemented quickly and independently of the existing infrastructure, as it does not require any additional hardware or software.

The technical setup at layer 7 is basically possible in two ways: either the DNS entry is adjusted via the CNAME record or the authoritative DNS server is transferred to Myra by importing existing zones. As soon as the corresponding TLS certificates of the customer have been stored in the Myra Dashboard via API or upload, the TLS connection can be terminated, and a deep packet inspection can be done. Finally, the experts at the Myra Network Operations Center (NOC) set up important filter rules.

Customized filters allow granular traffic control to block malicious or suspicious requests with the Myra Hyperscale WAF before they even reach Calenso's systems. This technology enables Calenso to respond to new threats such as zero-day exploits immediately to keep its customers' data safe.

The underlying Myra CDN also ensures that all static and dynamic elements of the Calenso websites are delivered at lightning speed. Content caching minimizes the traffic on Calenso's own servers. Myra offers the option of limiting CDN delivery to servers in Europe, thereby meeting the high data protection requirements of Calenso and its customers.

Data Protection Without Compromise

As a highly certified service provider (ISO 27001 based on BSI IT-Grundschutz, BSI C5 Type 2, KRITIS operator in accordance with Section 8a (3) BSI Act, PCI DSS, IDW PS 951 Type 2 (ISAE 3402), ISO 9001, Trusted Cloud) Myra always provides Calenso and its customers with legally GDPR-compliant IT security. This makes it much easier for the Swiss software company to acquire new customers in sensitive and critical sectors such as public administration. These sectors require the highest level of security and data protection – both from Calenso and from third-party service providers – as a prerequisite for successful cooperation.

Conclusion

Since the implementation of the tailored Myra Security services, the automated online appointment processes of Calenso and its customers have been reliably protected against cyberattacks – in strict compliance with data protection requirements. In the past 12 months (as of April 2024), Myra processed around 250 million requests to Calenso's systems and 3.15 million malicious requests were detected and blocked by the multi-layer filter system. Thanks to the reliable application security, all attacks remained without consequence and had no impact on Calenso's infrastructure.

"The investment in the highly certified Myra Security solutions has paid off," summarizes Patrick Breiter. "Since we started using Myra, we have been fully protected and no longer face any annoying discussions about data protection. It's a real game changer for addressing and acquiring new customers from sensitive sectors."

Working with Myra gives Calenso the following benefits:

- Consistently high availability thanks to Myra's multiple redundant infrastructure

- Accelerated content delivery with low latencies through global CDN

- Low implementation and maintenance effort: no additional hardware or software required

- 24/7 support from Germany via the Myra NOC (Network Operations Center)

- Easier customer approach through access to the expertise and industry experience of a highly certified specialist provider

- Certified security according to BSI ISO 27001 based on IT-Grundschutz

- Legally GDPR-compliant services

ISO 27001 BSI zertifiziert auf der Basis von IT-Grundschutz Zertifikat Nr.: BSI-IGZ-0667-2024 | PCI DSS Certified | BSIG KRITIS-qualifiziert | BSI C5 TESTAT TYP 2 | Trusted Cloud SERVICE 10063 | CERTIFIED IDW PS 951 ISAE 3402 | KRITIS Nachweis gemäß § 8a. Abs. 3 BSIG | CERTIFIED ISO 9001:2015 COMPANY

Certified by the Federal Office for Information Security (BSI) in accordance with ISO 27001 on the basis of IT-Grundschutz | Certified in accordance with Payment Card Industry Data Security Standard (PCI DSS) | Qualified for critical infrastructure in accordance with §3 BSI Act | BSI C5 Type 2 | Certified Trusted Cloud Service | KRITIS operator in accordance with Section 8a (3) BSI Act | Quality management according to ISO 9001