

Oracle Dyn Case Study:

ISRAEL DISCOUNT BANK

Israel Discount Bank replaces Amazon Route 53 with Oracle Dyn DNS

Israel Discount Bank—one of the biggest financial institutions in Israel—is getting off Amazon Route 53 and following the road to success with Oracle Dyn DNS.

The Tel Aviv-based bank swapped out Amazon’s domain name system (DNS) because it required a primary DNS provider that works well in conjunction with a secondary DNS provider to ensure redundancy and high availability. The bank also needed a solution that could fully support its security and compliance requirements.

The bank found what it needed—plus excellent support, top-notch performance, and an easy-to-understand user interface—in Oracle Dyn DNS.

“We are really impressed with the technical integration support we’ve received from Oracle Dyn,” said Ofir Elisha, a cybersecurity analyst at Israel Discount Bank. “We feel very safe with Oracle Dyn DNS.”

About Israel Discount Bank

Israel Discount Bank is the third largest bank in Israel and offers the full spectrum of banking services for individuals and businesses. The bank prides itself on providing personalized attention to banking clients and helping them meet their financial goals.

Israel Discount Bank received analyst firm Gartner Inc.’s 2018 Eye on Innovation Award for financial services. The award recognizes innovative use of digital technology-enabled capabilities and “best in class” financial industry initiatives.



Customer

Challenge

Israel Discount Bank required a new DNS solution that offers solid performance, plays well with secondary DNS providers, and fully supports DNSSEC protocols.

Solution

Oracle Dyn DNS

Results

Oracle Dyn DNS provides full support for DNSSEC and secondary DNS. The bank is also impressed with Oracle Dyn’s user interface and excellent support team.

“The UI and technical support team made the decision to go with Oracle Dyn an easy one.”

– **Ofir Elisha**
Cybersecurity Analyst,
Israel Discount Bank

Why Oracle Dyn?

The bank initially began looking for a new DNS provider because best practices dictate that organizations should use both a primary and secondary DNS to ensure high availability and positive online experiences for customers. Oracle Dyn DNS is designed to interoperate well with secondary DNS providers when needed.

“Amazon does not currently support working with a secondary provider in the traditional way which involves DNS zone transfers,” Elisha said.

The bank also needed a system that fully supports DNS Security Extensions (DNSSEC) to comply with the bank’s internal security mandates. DNSSEC protects users from DNS spoofing, cache poisoning, and other cyberattacks by adding a layer of security to DNS lookup and exchange processes.

While DNSSEC is not required by law, it is strongly recommended by Israeli cybersecurity officials—and Israel Discount Bank believes in going beyond the call of duty when it comes to security. Route 53 does not currently support DNSSEC for its DNS service, according to the Amazon Web Services website.

During the evaluation process, Elisha and his team found several more things to like about Oracle Dyn DNS, including the user interface, the technical support team, and a strong service-level agreement (SLA).

“The user interface is very comfortable and simple to understand,” Elisha said. “That played a major part in our decision.”

The cybersecurity analyst added that he appreciates Oracle Dyn DNS’s solid performance and SLA, which includes a 99.999 percent uptime guarantee.

But most importantly, Elisha was thoroughly impressed with the Oracle Dyn technical account management team, which provided integration and other technical support throughout the proof-of-concept process. Elisha said the support team is always available to answer his questions.

“The accessibility and availability of the support team is important to us, and that is an area where Oracle Dyn has been very helpful,” he said. “The UI and technical support team made the decision to go with Oracle Dyn an easy one.”

Closing advice for IT pros

The process of finding and implementing a new DNS solution reminded Elisha of some important lessons that IT pros should keep in mind when evaluating DNS providers.

For starters, it’s a good idea to simulate and test the performance of DNS providers in different recursive servers—don’t blindly accept the performance statistics published on sites like DNSPerf.com because those numbers often vary from region to region.

“You need to understand the performance of the supplier in your specific geographical area,” Elisha explained. “You need to actually take the biggest carriers in your country and check the performance from their recursive servers to the vendors supplying the authoritative servers.”

Learn more about **Oracle Dyn DNS** today.

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Oracle Dyn, an Oracle Cloud Infrastructure global business unit (GBU), helps companies build and operate a secure, intelligent cloud edge, protecting them from a complex and evolving cyberthreat landscape. Our managed Web Application Security, DNS, and Email Delivery services are powered by a global network that drives 40 billion traffic optimization decisions daily. More than 4,500 customers rely on Oracle Dyn edge services, including preeminent digital brands such as Netflix, Twitter, CNBC, and LinkedIn. Deployed as standalone solutions or fully integrated with Oracle Cloud Infrastructure, Oracle Dyn edge services are the key to delivering resilient, high-performance sites and applications. For more information, visit dyn.com.

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