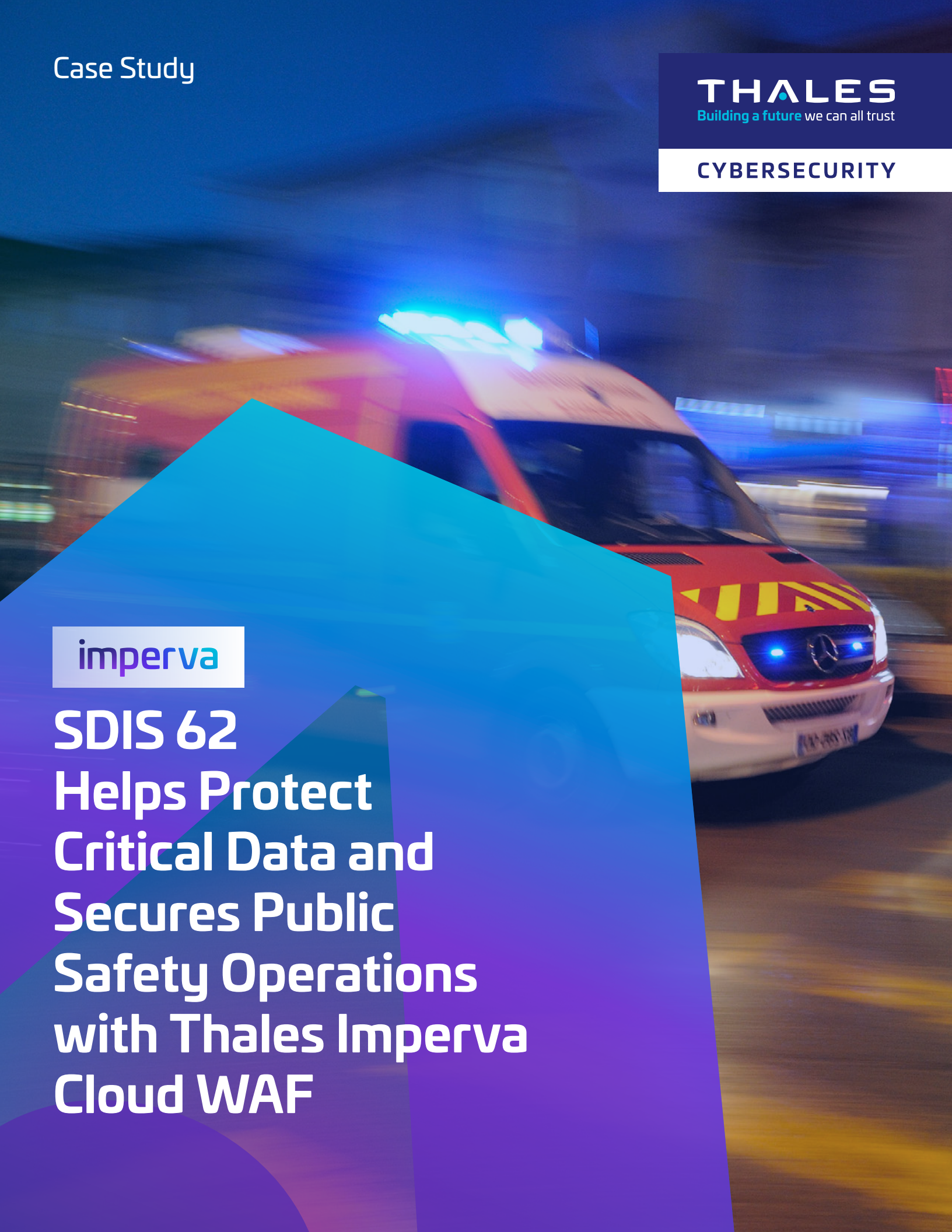
Case Study

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SDIS 62 Helps Protect Critical Data and Secures Public Safety Operations with Thales Imperva Cloud WAF

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About SDIS 62

Service Départemental d'Incendie et de Secours du Pas-de-Calais (SDIS 62) is a well-known French public institution that brings together the firefighters of the Pas-de-Calais department. Their mission includes assessing and preventing all types of civil security risks, such as accidents, technological and natural disasters, and preparing emergency response measures. They are also responsible for organizing rescue resources, firefighting, providing emergency assistance to individuals, and protecting people, property, and the environment. In essence, their work revolves around three key functions: prevention, forecasting, and operations.

Challenges

Outdated WAF and exposed attack surface threaten critical data and public safety

As a public safety organization, SDIS 62 must uphold both the availability and security of systems that support rapid emergency response. The team operates in a centralized IT environment, and service disruptions could critically impair rescue operations.

SDIS 62 previously relied on a firewall-based internal WAF but lacked visibility and control and struggled to guarantee updates for niche third-party applications, leaving known CVEs unpatched. With 32 public IP addresses hosting various applications, SDIS 62 needed to protect its attack surface.

"If our systems went down, we would no longer be able to coordinate emergency services, as our centralized system manages all 50 fire stations," said Romuald Delattre, Head of Information Systems, Networks and Telecommunications.

The internal WAF could not effectively block illegitimate traffic or filter connections by geography. The team configured it to block non-French IPs, but it kept blocking legitimate users anyway.

Deployment

Imperva Cloud WAF: Simple, in-house deployment helps secure public-facing infrastructure

After evaluating alternative solutions, SDIS 62 chose Thales Imperva Cloud WAF for its ability to eliminate public IP exposure and filter malicious traffic before it reaches internal systems.

"We redirected all traffic through Thales Imperva Cloud WAF, which now secures our infrastructure end-to-end; traffic no longer reaches us directly," said Delattre. "Whether it's DDoS attacks, botnets, API abuse, or SQL injection attempts... since we implemented this solution, honestly, we've been able to sleep soundly."

Industry
Public Safety

Location
Saint-Laurent-Blangy, France

Website
www.sdis62.fr

Imperva Cloud WAF works to stop attacks with near-zero false positives, leveraging a global SOC to strive to strengthen an organization's protection from the latest attacks minutes after they are discovered. Imperva Cloud WAF is part of a multi-layered Application Security solution that combines Advanced Bot Protection, Advanced API Protection, and Advanced DDoS Protection, all from within a unified management console.

With support from the Thales team, deployment was completed in-house. Technical walkthroughs and ongoing availability provided by the Thales team helped reinforce confidence throughout the transition. Guided by a Thales-led demo, Sofian Saïd, Deputy Head of Information Systems, Networks and Telecommunications, replicated the process for each service, gradually securing all 32 public IPs in just 15 days. "We were a bit apprehensive because there are critical services behind all of this, but everything is automated with Imperva, which allowed us to take over our public DNS and redirect traffic with just two clicks," said Saïd. "Honestly, it was very impressive."

Results

Reduced exposure and greater visibility strengthen security and support public safety

SDIS 62 now has a reduced attack surface, improved visibility, and greater peace of mind. The geofilter feature alone led to a drop in incoming threats. The intuitive dashboard now allows the team to visualize security data and present real-time stats to leadership.

"Before, we had no data, no charts, no customization. For me, it clearly allowed me to walk into executive committee meetings with numbers, stats, and charts and ask, 'How many attacks do you think our security systems block per day or per week?' Then I'd show the figures, and they'd react: 'Wow, that many? That's in a month?' 'No, no, that's in a single day!'" said Saïd.

Operationally, Imperva Cloud WAF also reduced friction for users. "Beyond just handling security incidents, this has really lightened my workload," said Saïd. "The old geofilter was poorly configured. Now, Imperva does exactly what we ask of it. Its databases are updated in real time, it's completely transparent for us, and it makes management much easier."

Imperva Cloud WAF is helping SDIS 62 stay compliant while scaling securely. "Saying today that you've reduced, or even eliminated, your external attack surface is no luxury," said Delattre. "All the external attacks that are absorbed by Thales Imperva Cloud WAF and no longer knocking on every door of the organization, that's very reassuring. Given the gains in security and peace of mind, I encourage investment in Imperva Cloud WAF, because it is absolutely worth it. The return on investment will be significant."

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>
> – **Romuald Delattre, Head of Information Systems, Networks and Telecommunications, SDIS 62**

About Thales

Thales is a global leader in cybersecurity, helping the most trusted organizations protect critical applications, data, identities, and software anywhere, at scale. Through Thales' integrated platforms, customers achieve better visibility of risks, defend against cyber threats, close compliance gaps, and deliver trusted digital experiences for billions of consumers every day.

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