Securing the skyline

How the Space Needle built a future-ready foundation to protect guests and power innovation

Space Needle

spaceneedle.com

- Seattle's iconic landmark built for the 1962 World's Fair, standing 605 feet tall and recognized worldwide
- Welcomes over one million visitors annually with immersive experiences and the world's first rotating glass floor
- Focused on transforming moments into lifetime experiences through innovation, hospitality, and seamless technology

Challenges

- Operated on legacy infrastructure and outdated hardware
- Managed IT with a small staff supporting 365 days of operation
- Faced security vulnerabilities and lacked scalable systems
- Needed future-ready enterprise technology to support innovation

Solutions

- Lumen® Managed Network Services with managed Meraki switches, routers, wireless LAN, and SD-WAN
- Check Point® Harmony suite including SASE, Email, Endpoint, and CloudGuard WAF
- Incident Response Retainer and two-phase Pen Testing
- Consolidated security console powered by Check Point Software Technologies on Lumen's platform

Results

- Full deployment completed in under 30 days
- 24/7 network reliability provides seamless guest experiences
- Scalable, future-ready infrastructure supports innovation and growth

SPACE NEEDLE

<30 days

To full deployment of Check Point Software Technologies solutions

1M+

Annual guests protected and connected

50+

AI-driven security services implemented

LUMEN®

Challenge

A big brand, a small team, and a tall target

The Space Needle isn't just an iconic symbol of Seattle—it's a high-profile landmark that demands world-class protection. With millions of visitors annually, their lean IT team faced mounting pressure to protect critical systems and guest data from increasingly sophisticated cyber threats.

"The Space Needle is a symbol of Seattle's innovation and pride," said Pearce Cobarr, Director of Innovation at the Space Needle. "We needed a system strong enough to protect that legacy and secure our future."

As demand surged and digital expectations grew, ticketing, Wi-Fi, and guest data became vulnerable to potential risks. The team recognized the importance of proactive security measures, and carefully planned the shift to ensure a smooth implementation without disrupting the guest experience.

As the landscape of threats evolved, the Space Needle reached a pivotal moment. To uphold their reputation as a forward-thinking icon, they committed to a comprehensive digital transformation.

Solution

Powering possibility through partnership

To protect every guest and power innovation, the Space Needle teamed up with Lumen and cybersecurity leader Check Point for a full-scale digital upgrade. In under 30 days, they deployed managed Meraki switches, routers, and wireless LAN/SDWAN—seamlessly integrated with Check Point's suite of over 50 AI-powered security services like email protection, web application firewalls, secure remote access, and endpoint defense.

The partnership combined speed, security, and trust. "Lumen and Check Point are extremely symbiotic," said Pete Nicolleti, Global CISO for Check Point Software Technologies. "We're solving tough risk reduction challenges for customers every day."

This rapid deployment delivered more than just infrastructure—it established a scalable backbone for daily operations and future growth. "Lumen checked every box," said Cobarr. "They helped us build infrastructure that grows with us."

> " The Space Needle is excited to partner with Lumen to enhance our digital presence and protect our guests in new and innovative ways. We're looking toward the future with Lumen."
>
> **— Karen Olson**
> Chief Operating Officer, Space Needle

Results and Future Plans

Built to protect, ready to inspire

With Lumen's platform and Check Point's advanced tools, the Space Needle now runs on a secure, future-ready ecosystem built to protect, connect, and empower. Their fully managed solution is designed to block 99.9% of email threats, defends against 100% of OWASP attacks, and simplifies IT workflows through a unified security console.

By eliminating threats and reducing complexity, the Space Needle can focus on what matters most—creating unforgettable guest experiences. "We can't flex our innovation muscles unless we have a strong backbone," said Cobarr. "Knowing that we have security allows us to innovate fearlessly."

That backbone is now in place, empowering the Space Needle to embrace new technologies, deepen visitor engagement, and evolve as a symbol of possibility.

"We want the Space Needle to be as relevant in 2062 as it was in 1962," said Karen Olson, Chief Operating Officer at the Space Needle. With Lumen as a trusted partner, they're building for the next generation—where technology strengthens every moment and innovation becomes part of the view.

Lumen Solution Set

- Lumen® Managed Network Services
- Check Point® Software Technologies

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