Large Natural Gas Distributor Advances Its Digital Transformation with Gigamon

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> **ROBSON SANTOS**
> CISO, Comgás

CHALLENGES

+ Achieving visibility of network traffic coming from operational technology (OT) access points
+ Boosting security posture by sending OT traffic to security solutions

SOLUTIONS

+ GigaVUE® Cloud Suite
+ GigaVUE HC Series
+ GigaVUE-FM fabric manager

CUSTOMER BENEFITS

+ View into OT telemetry data traffic
+ Improved security
+ Greater scalability and cost control

Gigamon®

ABOUT THE CUSTOMER

Comgás is the largest natural gas distributor in Latin America. The 150-year-old company serves over 90 cities and encompasses an area of more than 20,000 kilometers in the Brazilian state of São Paulo, where the company is headquartered. The organization serves three markets: residential, commercial, and high-volume consumers, such as manufacturing plants and factories.

CISO Robson Santos leads a team of 12 security professionals, 4 of whom are specifically dedicated to cloud and network security. When he joined the company he immediately began working with outside consulting firm McKinsey & Company on transforming the organization's network architecture to a 100 percent cloud ecosystem for its IT and corporate environment.

BUSINESS CHALLENGE

Prior to its recent digital transformation, the company's network environment was entirely on-premises. Santos and his team worked with McKinsey to migrate all IT and corporate systems — billing, data, field supervisors, and customer service — into a public cloud ecosystem hosted on Microsoft Azure. The only part of the network they did not migrate initially was industrial operations. "We kept those networks in the field as a physical environment," explains Santos.

The team didn't have a solution for capturing and collecting all the telemetry data from the engineering stations and access points spread across the network. This would include pressure, flow, and consumption sensor data, as well as other types of data. "There was no visibility for this type of traffic, as we were unable to collect it natively in Microsoft's cloud, or with any other market solution, for that matter," shares Santos. GigaVUE H Series Traffic Visibility Platform nodes provided the visibility they needed throughout their OT network.

RESOLUTION

"Gigamon solved our problem. We brought GigaVUE Cloud Suite into our network layer, and it enabled us to collect all the traffic data that comes in from the field. We send this traffic to our security solutions that are focused on OT security," shares Santos. "We use this large centralizer of traffic and data to optimize the information that transits our physical network and cloud environment."

Today, the company has 95 percent of its workloads in the public cloud. The other 5 percent is hosted in a VMware private cloud telecommunications environment that has a VPN tunnel to a third-party service provider. The partner company provides Comgás with around-the-clock customer service call center operations.

As a next step, Santos plans to deploy Gigamon in this private cloud environment to boost the organization's security posture. He explains, "Based on our good experience with Gigamon, we are implementing the same ecosystem in our small on-premises transit environment, which is a data center where only telecommunications equipment will be maintained. The goal is to capture other types of traffic within the network to identify potential security risks from the call center partner."

BENEFIT

Gigamon has helped Comgás further its digital transformation goals by helping it overcome the hurdles that plague many companies dealing with legacy technology. Santos explains this common scenario for enterprises in Brazil: "Companies that are not startups or cloud native have difficulty keeping up with the journey of technological evolution. When they start migrating to the cloud, they run into a series of systems or applications that do not support the new ecosystem but are nonetheless essential for the business. As a result, companies migrate most of their environments but keep part of their infrastructure on premises until it's possible to develop new solutions or discontinue old ones."

This describes what Santos has done at Comgás, with Gigamon being the solution that enabled the phased migration. He adds, "We can see that in these large migrations, companies employ many native solutions, microservices, and containers that allow for less use of computational resources and greater scalability." These are the benefits gained by digital transformation. "The biggest advantage of migrating applications to the cloud is scalability," he asserts.

ABOUT GIGAMON

Gigamon offers a deep observability pipeline that harnesses actionable network-level intelligence to amplify the power of observability tools. This powerful combination enables IT organizations to assure security and compliance governance, speed root-cause analysis of performance bottlenecks, and lower operational overhead associated with managing hybrid and multi-cloud IT infrastructures. The result: Modern enterprises realize the full transformational promise of the cloud. Gigamon serves more than 4,000 customers worldwide, including over 80 percent of Fortune 100 enterprises, 9 of the 10 largest mobile network providers, and hundreds of governments and educational organizations worldwide. To learn more, please visit gigamon.com.

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