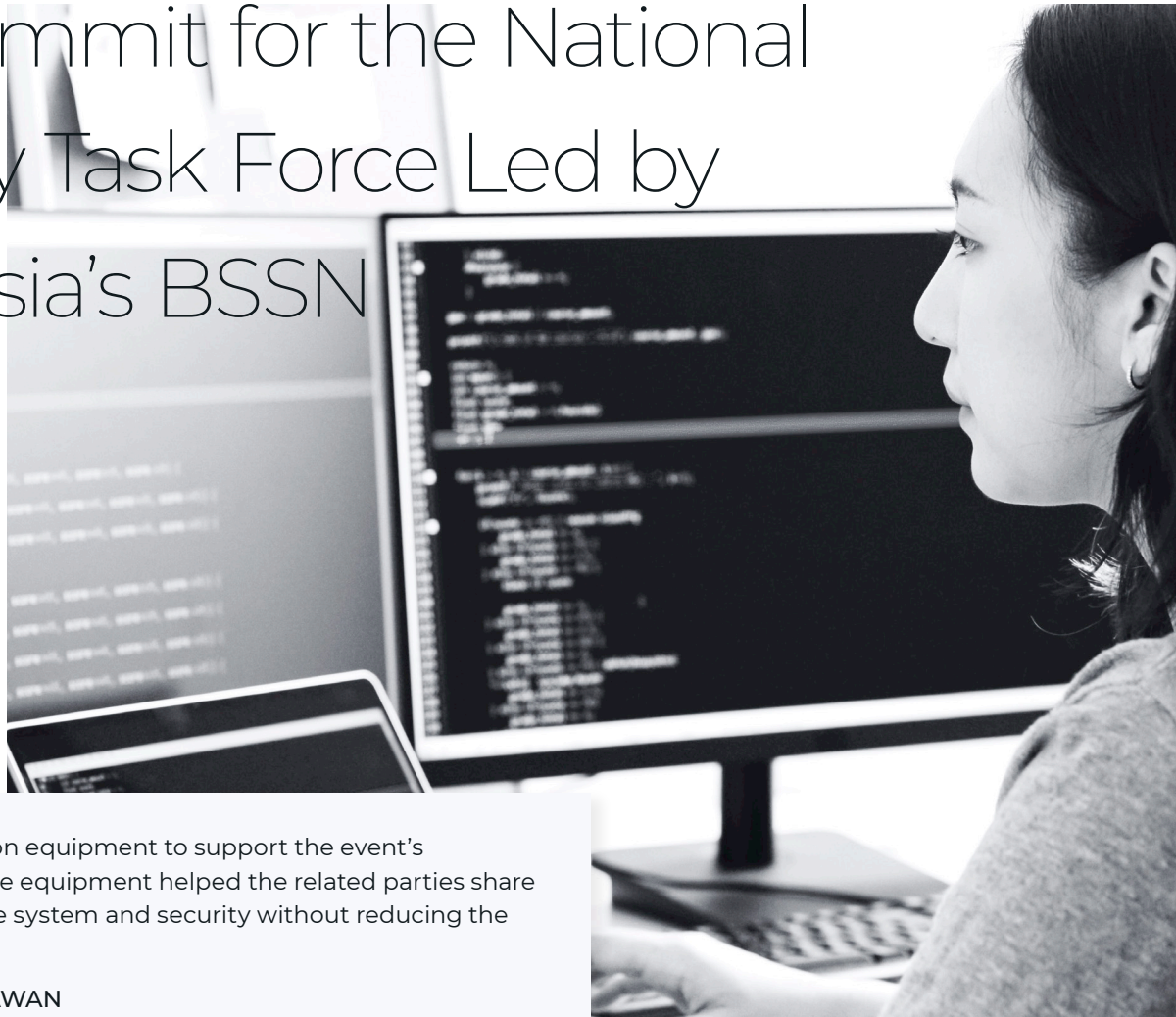


Gigamon Supports Secure World-Class Connectivity at G20 Summit for the National Security Task Force Led by Indonesia's BSSN



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ARIYANTO SETIAWAN

Senior advisor in the Telkom Enterprise Business Directorate government services division

CHALLENGES

- + Access visibility across a large, complex infrastructure to secure critical event data
- + Manage infrastructure performance to prevent communication and broadcasting downtime
- + Increase overall infrastructure security footprint in a high-stakes environment

SOLUTION

- + GigaVUE® HC Series

CUSTOMER BENEFITS

- + Clear monitoring of infrastructure to deliver uninterrupted internet and teleco service
- + Elastic visibility without creating blind spots
- + Minimized costs by reducing tool data consumption and overall bandwidth charges

ABOUT THE CUSTOMER

Founded in 2017, the National Cyber and Crypto Agency (BSSN) is an Indonesian government agency that focuses on information security and cybersecurity. BSSN played a pivotal role in mapping out and executing the strategy for securing the digital space at the G20 Summit, held in Bali in November 2022.

BSSN partnered with state-owned enterprise PT Telkom Indonesia, the country's main provider of telecommunication services. Telkom's portfolio of services includes digital connectivity via fiber, 5G, and satellite, as well as digital services and digital cloud platforms that support the internet of things (IoT), artificial intelligence (AI), and cybersecurity.

Ariyanto Setiawan's official title is senior advisor in the Telkom Enterprise Business Directorate government services division, which serves public sector customers. He was a member of the infrastructure design and implementation team that was part of the task force created to support security at the G20 Summit.

BUSINESS CHALLENGE

During the international G20 Summit, heads of state from 19 member countries and other nations convene to discuss global international economic issues. The event took place on November 23, 2022, at venues across 19 cities in Indonesia. The G20 Summit is significant because it represents 80 percent of the world population and 80 percent of the world economy.

To ensure digital security and telecommunications readiness and service continuity during the G20 Summit, BSSN needed to fortify security capabilities for monitoring traffic and incidents over the course of the event. BSSN was also responsible for ensuring signal security for telecommunications services and the internet and maintaining power for connected devices. After the event, BSSN was tasked with conducting cybersecurity forensics and incident response.

Telkom's role was to help the G20 Summit National Security Task Force monitor securely while adhering to service-level agreements (SLAs). Telkom was tasked with providing world-class infrastructure and services in terms of connectivity, platform, and digital service at the G20 Summit. Telkom provided communication services in all venues to support the delegates' internet access and video conferencing, as well as satellite broadcasting requirements for the media. With the lingering impact of the pandemic, almost all of the meetings were conducted as hybrid meetings and were held both in person and online.

"Cybersecurity was an inseparable component of the service," notes Ariyanto, because of the nature of the discussions and parties involved at the event. Along with BSSN, the Ministry of Communication and Information Technology, the Indonesian Strategic Intelligence Agency (BAIS), the Indonesian State Intelligence Agency (BIN), and the Indonesian National Armed Forces were involved in the cybersecurity aspects of the event. "The topics discussed have become more strategic due to the war, which has had a massive impact," he remarks.

RESOLUTION

To support events of this kind, Telkom typically provides over 2,000 access points, more than 7,000 base transceiver stations, and around 64,000 operational data provisioning (ODP) access connections at various locations throughout Indonesia. For the G20 Summit, the organization provided the cable and fiber optic communication system for 22Gbps internet connection as well as an integrated backup system. Telkom also deployed six units of satellite news gathering (SNG) service, designed for moving vehicles, to meet the live and delayed broadcast needs of the media. These services were supported by nearly 2,000 staff and ground technicians on standby to secure the service quality.

Ariyanto points out that Gigamon equipment was a key element for the G20 Summit's cybersecurity. "We used Gigamon equipment to support the event's cybersecurity," he says, noting, "The equipment helped the related parties share monitoring of the system and security without reducing the service level."

BSSN used GigaVUE HC Series to support the event's traffic management needs by providing traffic intelligence and traffic-forwarding capabilities.

BENEFIT

By all accounts, the event was a success, and global leaders enjoyed nonstop, secure connectivity throughout the event. Ariyanto notes that there were time and cost savings associated with the use of Gigamon products, as well as an easier audit and compliance process, thanks to the simplified, centralized administration. He also points out that Gigamon provided scalability to Telkom's business, as well as better visibility into risk for decision-makers.

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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