

CUSTOMER SUCCESS STORY

Deepwatch Enhances Visibility for Construction Company Artera

“Your Deepwatch [experts] are always there to give me a query, give me the answers. I can ask things and expect actions to follow through.”

- Sean Fuller, Director of Cybersecurity

OVERVIEW

Deepwatch Helps Artera Secure its Operations with Deepwatch

Artera Services, LLC., modernizes energy utilities, infrastructure companies, municipalities, and cooperatives across America. As utilities and critical infrastructure are being targeted, Artera secures its operations with Deepwatch Managed Detection and Response and Splunk expertise.

CHALLENGE

The Need for a Rapid Security Program

Threat activity has shifted to high-impact targets in critical infrastructure and energy in recent years, impacting everything from downstream transportation to energy grids.

As Artera has expanded its business operations, security concerns became prevalent, and a cybersecurity program was needed quickly to mitigate risk. Upon hiring a seasoned team to lead these efforts and setting up an EDR solution, Artera's top priority was implementing a SIEM.

To overcome the security challenges, Artera sought a vendor to assist in getting a quality SIEM up and running rapidly with proper staffing augmentation and an engineering department.

ENTERPRISE DETAILS

Industry: Construction

Services: Integrated infrastructure to natural gas and electric industries

Employees: 10,000+

Security Team Size: 7

Deepwatch Partners: Splunk, Tenable, Defy

CYBER OUTCOMES

The solution from Deepwatch led to several key cyber resilient outcomes for the customer:

- Expert queries through Splunk expertise.
- Enhanced coverage with Deepwatch experts who understand the uniqueness of Artera's environment.
- Improved visibility into complex security environments.
- Better metrics and narratives for stakeholder communication.
- Strengthened threat intelligence through integration with Deepwatch threat hunters.

Deepwatch has been instrumental in establishing and supporting Artera's cybersecurity program, citing strong communication and rapport. Artera trusts Deepwatch as an integral partner as their security program continues to evolve.

CUSTOMER TESTIMONIAL

"Deepwatch's expertise was critical during our rollout of the SIEM, and communication was top notch when issues were encountered."

"Deepwatch's continual focus to ensure our logs and alerting are flowing shows me that they are committed to our business success."

- Sean Fuller, Director of Cybersecurity

SOLUTION

Deepwatch Experts with Splunk Expertise

Impressed by the team of Deepwatch experts, Artera selected Deepwatch to help build its secops program. Deepwatch implemented a full Splunk SIEM, Vulnerability Management, and Threat Intelligence services.

Deepwatch extends response capability speed, expertise, and coverage with a solution that includes:

- 24/7/365 US-based, real-time response coverage
- Managed Detection & Response and Vulnerability Management
- Integration of Splunk expertise
- Deepwatch Adversary Tactics & Intelligence

Deepwatch support was critical during a major ransomware incident that took place early into the program's implementation. As Splunk experts, Deepwatch provided expert assistance and Splunk queries to aid the response and recovery during this major incident.



deepwatch™

ABOUT DEEPWATCH

Deepwatch® is the leading managed security platform for the cyber resilient enterprise. Our platform combines comprehensive threat management capabilities, expert practitioners, and precise automated actions. Embrace preventative actions to improve your security posture and enhance your speed of response. Join leading global brands relying on Deepwatch for cyber resiliency and security peace of mind.

CONTACT US

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