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TOMORROW'S INFRASTRUCTURE, TODAY

CUSTOMER SUCCESS STORY

# Construction Company Protects and Defends Critical Infrastructure with Managed Detection and Response

## OVERVIEW

**Artera Services modernizes energy utilities,** infrastructure companies, municipalities, and cooperatives across America - and secures its operations with Deepwatch Managed Detection and Response.

## CUSTOMER

Artera Services delivers maintenance and construction services to energy utilities, infrastructure companies, municipalities, and cooperatives throughout the U.S. When Artera accelerated its plans for growth in 2018, the landscape was different, but leadership was already planning ahead.

Four years later, security exposure has changed, and utilities and critical infrastructure are being targeted. Artera Services had to take a new approach, especially as the company's parent equity firm increased investments in the Artera Services' portfolio via a tactical merger and acquisition (M&A) strategy.

## CHALLENGE

Threat activity has shifted to high-impact targets in critical infrastructure and energy in recent years, impacting everything from downstream transportation to energy grids. Acting upon recommendations issued in a recent security assessment, Artera's Board hired a team of seasoned experts, including a new Director of Cybersecurity, to build the security operations program from scratch.

A second challenge facing Artera was taking a bold M&A growth strategy from its parent company, a private equity firm, to the next level. As more companies were acquired, Artera would need to securely integrate them leveraging a brand new, lean-staffed security operations program that enables the growth and supports the business. The transfer of assets, data, and resources is complex, and requires expert-level integration to ensure business continuity and reliability are continuous for Artera's utility customers.

## ENTERPRISE DETAILS

**Headquarters:** Atlanta, GA

**Website:** artera.com

**Industry:** Construction

**Services:** Integrated infrastructure to natural gas and electric industries

**Revenue:** $3 Billion (US)

**Employees:** 11,100

**Locations:** 12 Companies and 41 U.S. states

**Deepwatch Partners:** Splunk, Tenable, Defy

**"The biggest challenge is that new acquisitions operate like separate entities. We have to be flexible and agile in getting immediate visibility into its environments."**

**SEAN FULLERS,**
DIRECTOR OF CYBERSECURITY
ARTERIA SERVICES

## SOLUTION

Running a small team with his core in-house experts working alongside Deepwatch's Squad Discovery has extended the experts Sean needed while aligning with Artera's long-term SOC strategy. "I don't want to have to build up a large team and put a huge financial burden on the company. I would much rather outsource it to the best-in-class provider in the industry," said Sean.

Bringing both experience and talent to serve on his team, Sean has now built a modern Security Operations program from the ground up to protect and defend Artera's growing portfolio of companies. That solution includes Deepwatch's award-winning Managed Detection and Response and Vulnerability Management services to support the Artera Services' in-house Security team and Security Operations Center.

## OPPORTUNITY

The new Director of Cybersecurity at Artera Services, Sean Fuller, was hired for his expertise garnered from a career background in energy, healthcare, and threat intelligence. Working with the agile team of in-house security experts, Sean manages a state-of-the-art Security Operations program at Artera Services.

Upon joining the Artera team, Sean recognized the lack of threat intelligence or security monitoring of the environment, noting, "I couldn't see anything - there was no visibility." Understanding his team, budget, and decision to invest in Splunk Enterprise and Tenable for vulnerability management, Sean had to find a strategic partner to augment the expertise of the in-house security team while fulfilling Artera's technical requirements.

Prior to Artera, Sean had used a Managed Security Service Provider in the past, but was not happy with the partnership and support. "If you needed an answer, it could sometimes take two weeks to get them to plow through the data if they captured it." Working closely together with trusted Security Solutions partner,

Defy Security, Sean decided to outsource the detection and response functions of its emerging Security Operations Center to a Managed Detection and Response provider. After evaluating several MSSP and MDR providers, Artera selected Deepwatch for its award-winning, advanced MDR services.

Sean saw an opportunity to build a Security Operations program that could solve Artera's M&A visibility challenges, while helping the company establish its competitive advantage as a top-tier, reliable third-party supplier of critical infrastructure for its utility and energy customers. Artera Service's  strategy was to leverage a lean security operating budget that didn't require year-over-year costs for more FTEs.

## OUTCOME

As Artera Services' relationship with Deepwatch has grown, the results are clear. "On the Splunk and monitoring side, it truly feels like a partnership." "Rolling out a SIEM is a big, heavy lift," Sean explained. "The fact that Deepwatch uses Splunk exclusively, I saw that as a positive. I'm not required to deploy a bunch of centralized log servers. It all flows back to Deepwatch."

Eliminating the need to configure and tune Splunk Enterprise has also freed up his in-house security experts to search for threats on its own, as well as independently audit and verify the findings from the Deepwatch MDR service. "My team loves to dig into Splunk. Having the ability to push things into a SIEM immediately that was stood up for us right away really is a game-changer. It gives us a lot more opportunity to hunt for issues ourselves."

The ability to rely upon Deepwatch for the 24/7/365 monitoring coverage from his named Squad has helped Sean continue maturing the overall security program at Artera. "It's very important that I'm able to tell we are under attack. And that's where the partnership comes

in with Deepwatch," elaborated Sean. "When something does happen, we are in a good position to respond to it, minimize the impact to the company, and get back to good as quickly as possible."

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## WHAT'S NEXT

The security team at Artera Services is ready to continue to move the security needle with its Deepwatch Squad, and its new cybersecurity platform from Deepwatch with built-in intelligence, reports, and prioritized alert management. "The team I have is very capable, and we're expecting to demonstrate that we are significantly more prepared in the future." Having a trusted MDR provider to build a partnership with has already paid off for Artera Services. "We'd rather have a handful of very capable partners who are really good at doing different things that we need to do."

> **"Identifying what's important to the business and what matters most... with a partner like Deepwatch, right away we're getting to the next level on those metrics."**
>
> **SEAN FULLERS,**
> DIRECTOR OF CYBERSECURITY
> ARTERIA SERVICES

deepwatch™

### ABOUT DEEPWATCH

Deepwatch delivers data-driven managed security services while extending customers' cybersecurity teams and proactively advancing their SecOps maturity. Powered by our innovative cloud-native platform, Deepwatch is trusted by leading global organizations to provide 24/7/365 managed security services.

### CONTACT US

GET STARTED

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