



AT A GLANCE

- 2 hours mean detection time, reduced from hundreds of days
- 7 years of historical data searchable for compliance reporting
- 24/7 tracking and acting on data anomalies



BENEFITS

• Faster growth

ENGIE differentiates itself from the competition and acquires new business by offering new security services based on Elastic.

• Greater opportunities

As an Elastic MSP partner, ENGIE offers customers operational technology (OT) monitoring, as well as IT monitoring using the Elastic Stack.

• More flexible offer

ENGIE customers can start small and expand their security service as needed based on Elastic's highly scalable platform.

PRODUCTS & SOLUTIONS



Security



Elastic Stack



Elasticsearch



Kibana

PARTNER SUCCESS STORIES

ENGIE boosts customer and revenue growth by offering security as a service powered by Elastic

For several years, industries have faced a dilemma. How does it take advantage of modern networking technology to lower costs and streamline operations, while maintaining security in a more connected environment?

This was the challenge facing ENGIE, a leading energy and services company which operates in 70 countries worldwide. Leon Gubbels, Security Business Developer at ENGIE and Remco Sprooten, Product Owner Security, put the situation into focus. "In the past, the systems that monitored an industrial facility were physically separated from external networks, including the business's own office systems."

The technology in these office networks is typically refreshed every few years or even months. "But in an industrial environment for example, a plant is built, and it may remain there for decades before any major renovation of the building and its technology is undertaken," says Sprooten.

Monitoring IT security from laptops to power plants

These industrial systems are now catching up. A growing number of ENGIE customers are taking advantage of internet-based protocols to share data and connect to modern cloud-based networks. But this brings a whole new set of risks, potentially opening the door to external hackers and viruses including malware.

To address this challenge, Sprooten and his team deployed the Elastic Stack, which now monitors most of the ENGIE assets in the Netherlands, from the technology that protects industrial facilities to its networks including data centers, servers, laptops, and the software that runs on them.

“Our customers are asking us to assess the security of their facilities as they start connecting to endpoints in the outside world... With Elastic we can deliver a service that monitors these facilities and helps ensure that there are no blind spots. Many organizations are astonished when we show them how far their connections reach and the potential exposure to risk.

If you want to search and understand large amounts of data fast, you need Elastic. The richness and the innovation of its security portfolio is unique.”

—Remco Sprooten, Product Owner Security, ENGIE

It all adds up to a wealth of security knowledge and experience that is transferable to other organizations. ENGIE now has a specialized team with a deep understanding of how to secure legacy systems that are connected to external networks. To make the most of this opportunity, ENGIE recently became an Elastic managed service provider (MSP), and went to market with a range of offerings including Vulnerability Management and Security Assessments.

The other appeal of Elastic is that it offers resource-based pricing. ENGIE customers don't have to go all in and buy an expensive suite of services that they may not immediately use. Instead, services can be added as needed. This is an important commercial benefit for ENGIE because it can make a business case for companies that only need to protect a part of their network.

Versatility opens the door to opportunities

An added strength of the Elastic MSP offer from ENGIE is that it applies to various sectors. ENGIE has recently acquired new customers in the healthcare industry. One is a research center focusing on sleep disorders. Patients stay at the facility for one or two nights while their sleep patterns are monitored. The center is also a school for students with learning disabilities, so many people come and go, and use the internet on site.

“We help ensure that their network and its data are protected from visitors and outside threats,” says Gubbels. The research center plans to extend this security shield to remote workers soon. “This is a great example of Elastic’s versatility. We can start small and charge small, and then expand the service as needed.

Our customers only pay for the Elastic security that they need. It could even be just one device. Most other providers simply don't have that flexibility."

—**Leon Gubbels**, Security Business Developer, ENGIE

Another customer is a hospital where ENGIE monitors the building management system. This includes the devices that control building entry, climate control, and the power network. "With Elastic we're able to provide business continuity support," says Gubbels. "For example, the risk of someone hacking into the hospital power grid and taking the hospital offline is greatly neutralized."

Peace of mind from day one of deployment

Gubbels sums up the benefit to ENGIE customers simply. "Basically, we give them peace of mind," he says. "We watch over their assets and if something goes wrong, we act fast. Within one or two hours, we can notify the customer of our initial analysis." That's a vast improvement on traditional methods, which can take 280 days on average to identify and contain a breach.

Elastic also provides a big-picture view. Many vulnerability attacks are not one-offs. Instead, hackers may probe the network for weeks or even months. With Elasticsearch historical data can be examined and the entire timeline audited, which is essential for compliance in many sectors.

ENGIE retains its data for 180 days, but organizations in other industries may need to store it for up to seven years. "Elastic helps ensure that our service is compatible with longer time frames required in other sectors and has widened the market for our security-as-a-service offer," says Gubbels.

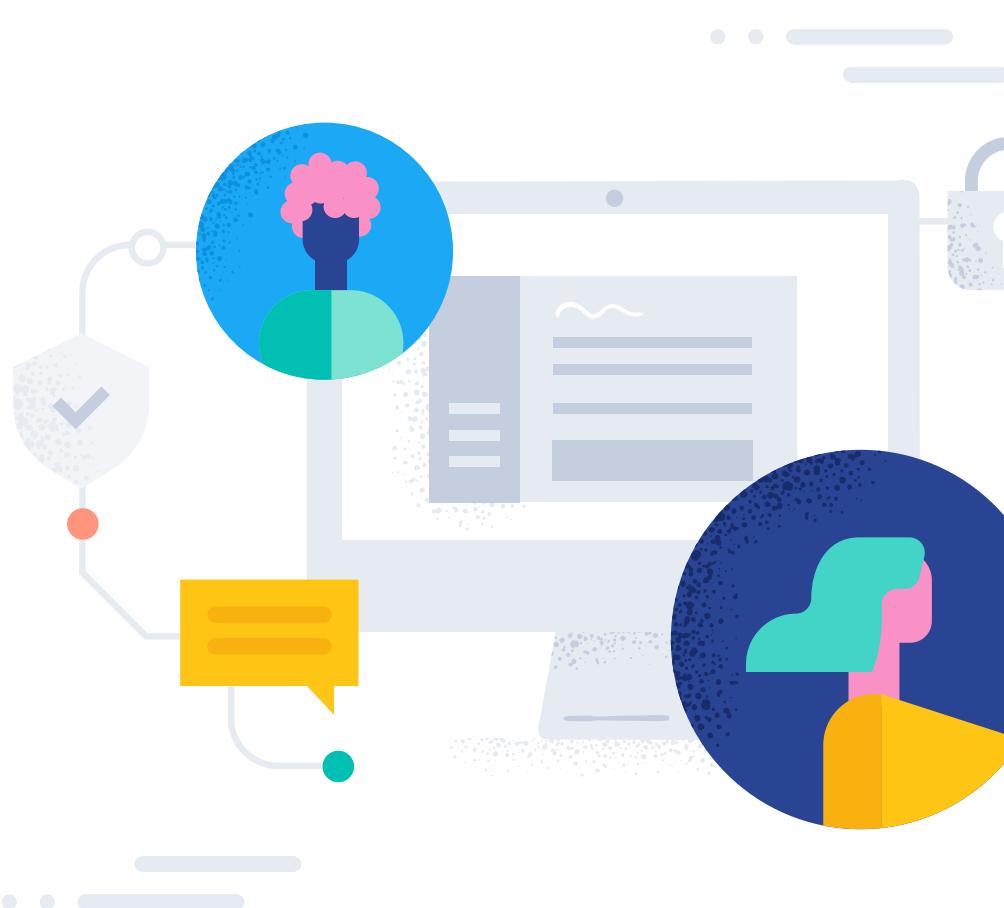
“With Elasticsearch historical data can be examined and the entire timeline audited, which is essential for compliance in many sectors.”

—**Leon Gubbels**, Security Business Developer, ENGIE

Gubbels also highlights the appeal of security as a service to smaller organizations that may lack the resources to constantly monitor their systems. "We have SOC (security operations center) analysts available 24 hours a day so we can step in early. We use Elastic alerts, our own alerts, and Elastic machine learning capabilities to refine detection and reduce false positives."

Kibana, Elastic's UI, also plays a vital role in the visualization of security data and monitoring. "ENGIE security customers have their own dashboards. They can look at the snapshot reports that we generate every week or month and view the timeline of any incidents."

Becoming an Elastic MSP also delivers important business advantages. "Elastic is now a competitive differentiator for ENGIE," says Gubbels. "When we offer services for new buildings in government or the private sector, we can add cutting edge security as part of the deal." Gubbels can also see opportunities for growth across the ENGIE business.



Support that goes the extra mile

Support from the Elastic team has been instrumental in the success of ENGIE's security service. "Elastic has a very broad platform," says Sprooten. "But there were a few areas where we needed additional features. The support we got from Elastic to fill those gaps was enormous."

To Sprooten, Elastic stands out for its willingness to go the extra mile. "Other vendors are less flexible because they stick to a rigid development roadmap. If you ask for something beyond that path it often isn't possible. But we made a security feature request for the Elastic Stack and within just a couple of weeks it was there as a new release. I was surprised, and of course delighted," he says.

Above all, Sprooten and Gubbels have faith in Elastic as a future-proof security solution. "You can really see the effort that Elastic puts into developing its software," they state. "It means we can move forward with confidence, as can our clients who are buying into the Elastic Stack."