

A photograph of industrial infrastructure, including large black pipes and a metal lattice tower, set against a bright sky. The image is partially obscured by a magenta banner at the bottom.

Case Study

Utility Company Leverages Managed Services for Urgent Security Initiative

The client

Serving more than 700,000 customers in the U.S., this natural gas utility organization provides residential, commercial, and industrial services with an overarching commitment to a renewable energy future.

The challenge: Mobilizing in-house resources to meet an abrupt TSA Security Directive — in the wake of a high-profile outage

Initially, the client needed an infrastructure assessment for a holistic view of its environment after an outage. But immediately after engaging Insight, a critical Transportation Security Administration (TSA) Security Directive was released with extremely aggressive timelines — some deadlines being just one week to meet specific requirements.

With the scope changing, the client had organized this new body of work into 11 workstreams in-house but realized the overwhelming task list ahead of it. The 11 workstreams revealed critical dependencies on other partners and integrators, adding multiple layers of complexity that the client could not manage realistically. With time running out, Insight stepped in to help.

Industry:
Utilities

Insight provided:

- Consulting Services to align key contributors
- A roundtable discussion to identify critical dependencies and leverage the right competencies
- Identification of a solution with five workstreams
- A fully managed and compliant security program in response to the new TSA directive

Insight services:

- Managed Services
- Consulting Services

The solution: A new, fully managed program with simplified workstreams supported by a team of experts

Bringing our full breadth of competencies to bear, Insight assembled a team of managed services, cybersecurity, modern workplace, and in-the-field residents to take on the client's entire workload. Quickly digesting an all-new security standard, Insight spun up a fully managed program with an executive team structure. This included executive architecture and compliance over the entire program with associated leads and teams to support it.

To simplify and streamline the tasks at hand, Insight consolidated the initial 11 workstreams into five with respect to key dependencies and competencies:



Vulnerability management



Network and infrastructure



Detection



Data protection



Identity

The benefits: Reduced risk, less burden, and the ability to hit deadlines with unmatched speed and accuracy

As of today, Insight is deeply engaged in overall remediation to address the vulnerabilities identified in our initial assessment. A large portion of the effort is dedicated to vulnerability management, the largest and most complex of the workstreams, which includes everything from OS-level patching to handling application vulnerabilities to mitigating challenges brought on by the new log4j vulnerability identified in late 2021.

Partnering with Insight has enabled the client to respond to new TSA requirements with less risk to the organization, increased velocity, and the ability to quickly meet aggressive timelines in full compliance. Acting fully on the client's behalf, Insight's compliance team has also been able to relieve the client of the burden of submitting Plan of Action and Milestone (POAM) summaries as per TSA requirements.

The next phase of this engagement will see Insight Managed Services taking over the client's new security and compliance activities fully. Managed Services team members are already working in the client environment to gain the requisite knowledge before the transfer is complete.

According to key project stakeholders, the client organization was in no way equipped to implement new systems, technologies, or processes at the time of the TSA directive. Insight has not only enabled the ability to respond appropriately to a time-sensitive security initiative but has also helped it cultivate a stronger perspective of industrywide security protocols and gain a deeper understanding of what a mature security and compliance posture should look like moving forward.

With a cutting-edge environment appropriate for its risk profile, and the ongoing support of Insight teams to keep things running smoothly, the client is already highly satisfied with Insight's role in its security response, providing enthusiastic recommendations for our support to several other organizations in the industry.

Benefits:



Velocity for responding to government security mandates **within a strict timeframe**

Resources for effectively managing workflows and government requirements



Decreased risk to the organization through Insight's security expertise

Reduced number of vendors and integrators with Insight's scope



Full compliance with federal security regulations