Telecommunications Company in the Philippines Protects and Secures Its Community of 71 million Users With Gigamon

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ANGEL REDOBLE
Chief Information Security Officer (CISO) for PLDT Group and SMART

CHALLENGES

+ Need to gain 100% visibility into a large and highly decentralized environment, with 400,000 assets scattered across the Philippines and beyond
+ Complying with multiple regulations requiring uninterrupted and secure services

SOLUTION

+ GigaVUE H Series
+ GigaVUE-FM
+ Traffic Access Points (TAPs) and aggregators

CUSTOMER BENEFITS

+ Visibility into what is traversing the network layer
+ Secure and uninterrupted internet and telecom service
+ Protection of sustainable revenue growth

Gigamon®

ABOUT PLDT

Founded in 1928, PLDT Inc. (PLDT), formerly known as the Philippine Long Distance Telephone Company, is the leading telecommunications provider in the Philippines. Through its principal business groups – from fixed line to wireless – PLDT offers a wide range of telecommunications and digital services across its extensive fiber optic backbone, and fixed line and cellular networks. It is the only Philippine company listed in the New York Stock Exchange. A subsidiary of PLDT, Smart Communications, Inc. (SMART) provides wireless communications and digital services to about 71 million mobile subscribers.

Angel Redoble, the Chief Information Security Officer (CISO) for PLDT Group and SMART, has been with the company for five years and has 28 years of experience in cybersecurity. He articulates his role as "preventing any cybersecurity-related incident that would result in financial, operational, legal, compliance, or reputational risks to the company." He emphasizes that it is not his role to determine the direction of the business as a whole, such as whether to move to the cloud or not, but rather to support and secure the environment the organization chooses to operate in.

CHALLENGE

Redoble doesn't see things in terms of challenges. "We don't have challenges," he says, "we make things better." He shares that visibility has always been the foundation of the organization's cybersecurity strategy. "You cannot protect something that is not visible to you," he explains. That's what led him to Gigamon. While the team considered other solutions, he says, "but we found Gigamon more suitable to our needs."

The challenge was how to gain 100% visibility into a large and highly decentralized environment of 400,000 assets, dispersed throughout the Philippines as well as outside its borders.

SOLUTION

To achieve pervasive visibility, Redoble and his team deployed network test, terminal, or TAPs and aggregators across the entire asset estate, along with GigaVUE H Series and GigaVUE-FM. The network TAP technology provides access to the traffic required to secure, monitor, and manage the network infrastructure continuously and efficiently.

GigaVUE-FM fabric manager provides a simple web-based centralized interface to configure, manage and operate the visibility nodes across multiple locations through a single pane of glass. This enables comprehensive traffic and security intelligence at scale. GigaVUE H Series provides visibility for active and passive security as well as network and application monitoring.

"You can't secure what you can't see, and you can't respond if you don't know what's going on inside your assets and what's lurking in your network," affirms Redoble.

BENEFIT

"With the Gigamon solution becoming part of our environment, we now have 100% visibility to these assets," shares Redoble. To him, visibility and security are synonymous and are connected to revenue growth. As he explains, "Because we are able to see and we are able to secure, we can do a better job of protecting and securing sustainable growth of our revenue."

Another key benefit of the Gigamon deployment is the ability to provide continuous service to customers. This is not only important from a customer service standpoint, it's a government regulation the organization must comply with. Passed in 1994, Republic Act No. 7925: An Act To Promote and Govern the Development of Philippine Telecommunications and the Delivery of Public Telecommunications Services sets out the requirements by which companies in the space must abide.

"We have multiple regulators. Under the scope of our regulators, we must continuously secure and protect our infrastructures to prevent service interruptions," Redoble points out. He says that Gigamon has reduced the organization's risks to the lowest level possible because of the visibility it provides.

Redoble takes his profession seriously. "I see cybersecurity as a nation-building profession. Ensuring the safety and security of our subscribers is why we stay awake at night. We are concerned about kids using our connection to attend classes online and about making sure that parents who work at home can do their jobs. We are protecting and securing our community—the Filipino people."

Redoble acknowledges the important role that Gigamon plays in keeping his community protected. "You have my word as the CISO of the biggest telecommunications company in the Philippines: we very much appreciate this valuable partnership."

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, nine 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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