Case Study

Data Warden Positions Gigamon as a Pivotal Product in Its MSP Integrated Platform Offering

Gigamon gives us the deep observability we need to validate every change before deployment and keep client operations protected.

TIBER ANGLIN DEL TORO
Director of Solution Architecture, Data Warden

Challenges

- Validating configurations, upgrades, new solutions, and fixes in a sandbox before deployment to client production environments
- Distributing the same traffic to different platforms for testing
- Achieving 360-degree deep observability across hybrid environments
- Consolidating traffic, simplifying architecture, and improving operational efficiency
- Helping customers meet compliance requirements and align to frameworks

Customer Benefits

- Reduced deployment risk by validating changes in a dedicated lab before production
- Enabled feeds to multiple tools and made operational changes without interrupting production
- Offloaded cryptographic processing to Gigamon to improve efficacy of security tools
- Consolidated and simplified architecture and operations
- Provided a more secure production environment in alignment with security framework

Solution

- GigaVUE® HC Series
- GigaSMART®
- GigaVUE®-FM

About Customer

Based in Mexico City, Data Warden is a managed service provider specializing in cybersecurity and data protection for major banks, mobile-focused ISPs, retailers, and other mission-critical industries. The company operates three business units—solution architecture, consulting, and managed services—and is both a Gigamon partner and an active user of the Gigamon Deep Observability Pipeline in its own environment and in client deployments.

Director of Solutions Architecture Tiber Anglin and Solutions Architect Sabino Gainza work closely across teams to evaluate, position, and integrate technologies that strengthen the company's service portfolio. As Anglin explains, "Gigamon is a premier solution in our portfolio and the enabling technology that allows us to deliver deep observability to our clients."

Business Challenge

Anglin often compares Data Warden's work to performing open-heart surgery. The company supports some of the most sensitive and highly regulated environments in Mexico—including major banks, financial-chain entities, mobile and wireless carriers, and retailers—where any operational disruption carries significant risk. To serve these clients effectively, the team must validate every architectural or operational change before deployment and ensure that production traffic remains uninterrupted.

Many of these organizations must also comply with PCI-DSS, National Banking and Securities Commission CNBV requirements in Mexico, and frameworks such as ISO 27001, NIST, and CIS controls. Meeting these obligations demands complete visibility across hybrid environments spanning data centers, the lab, and the public cloud. Data Warden's clients additionally expect simplified integrations with security tools and architectures that remain manageable at scale.

Data Warden needed a way to provide deep observability, reduce operational risk, and maintain compliance while supporting a diverse and mission-critical customer base.

Resolution

Data Warden operates across a main data center, a dedicated lab site, and the public cloud, and needed a unified way to manage visibility across all three. The Gigamon Deep Observability Pipeline provided that foundation. The team deployed GigaVUE HC Series appliances in both the data center and the lab, with plans to extend them to the cloud, creating a consistent visibility layer across its hybrid infrastructure. Data Warden also positions Gigamon as a critical part of the security stack it delivers to clients, leveraging the Gigamon Deep Observability Pipeline extensively both in-house and in customer deployments.

Using GigaSMART and GigaVUE-FM to manage the fabric, Data Warden acquires traffic once and distributes only relevant packet, flow, and application metadata to the tools that need it. This allows the team to "fan out" network-derived telemetry efficiently and support multiple platforms without interrupting production. For example, Cisco switch SPAN traffic is mirrored to Gigamon and then forwarded to Darktrace for complete visibility into security events.

The lab plays a central role in reducing deployment risk. Engineers rely on the Gigamon Deep Observability Pipeline to validate fixes, test configurations and upgrades, and run proof-of-concept evaluations before anything reaches a client environment. As Anglin explains, "We don't have to interrupt operations because we have everything consolidated in Gigamon. We've been able to test two or three solutions simultaneously without intervening in production traffic. We're already in the middle, so we just fan it out."

This approach gives Data Warden a safe, controlled environment to train engineers, refine solutions, and ensure every change is validated before deployment. It also strengthens the value the MSP delivers to clients that benefit from streamlined integrations and consistent deep observability across hybrid environments.

Benefit

The ability to test and validate changes without touching production has become one of Data Warden's most compelling advantages. Prospective clients value knowing that every configuration, fix, and upgrade

is vetted first in a dedicated lab powered by the Gigamon Deep Observability Pipeline. This approach reduces deployment risk and provides a more secure production environment, both of which have become key selling points for the sales team.

Gigamon also improves tool efficiency across the stack. As Gainza explains, "Gigamon inline SSL traffic monitoring offloads cryptography processing onto Gigamon and not onto the tools, so the tools can do what they are supposed to do." Consolidating encryption and decryption within Gigamon simplifies the architecture and allows security tools to operate more effectively, saving time and reducing operational costs.

The integration of Gigamon as the key player within the multi-platform ecosystem has significantly accelerated incident investigation and drastically reduced the mean time to recovery. Gigamon, functioning as the central platform from which visibility is exponentially increased across the existing tool stack, recently demonstrated its value. Gainza recalls a case where a client suspected a DNS issue. With deep observability provided by Gigamon, the team quickly discovered the real cause: a saturated LAN-to-LAN link that was preventing DNS resolution. "Previously, investigating such an incident used to take days to resolve, but with the Gigamon Deep Observability Pipeline integrated into the tool stack, it literally took only hours," he said.

Gigamon has also strengthened Data Warden's compliance support. The visibility layer allows the team to provide the deep observability clients need to meet specific control requirements. As Gainza explains, "Gigamon is already inside, so we take advantage of that. We provide the visibility that helps the client meet a specific compliance control." This capability not only expedites issue resolution but has also helped Data Warden win new deals.

Looking ahead, Data Warden plans to leverage Gigamon Application Metadata Intelligence (AMI) to optimize SIEM ingestion and detection efficiency.

The team is evolving its SIEM strategy—moving from moving from a monolithic SIEM architecture to a cloud-native ecosystem —to take full advantage of context-rich network-derived telemetry. Cloud visibility remains a strategic priority in Mexico and Latin America, and the MSP is focused on achieving end-to-end deep observability across on-premises and cloud environments, where Gigamon will continue to play a central role.

As Anglin explains, deep observability is foundational to the future of Data Warden's security strategy: "It's all about how to transform an entire infrastructure—all the components and platforms—into a single, integrated ecosystem with complete visibility into all data in motion. I am confident that Gigamon will enable us to make that reality for our clients."

Anglin also highlights the strength of the partnership: "We have confidence in the Gigamon Deep Observability Pipeline in both routine and difficult times, which is where the value really lies. Gigamon is a strategic vendor with whom we have built a particularly strong relationship We are 100% satisfied with our partnership."

About Gigamon

Gigamon® delivers an AI-powered Deep Observability Pipeline that provides network-derived telemetry to cloud, security, and observability tools. With AI-driven insights across packets, flows, and application metadata, organizations gain complete visibility into all data in motion to detect threats concealed in encrypted and lateral traffic, resolve network and application performance issues, and validate compliance while reducing operational cost and complexity. Gigamon is trusted by 4,000+ organizations worldwide, including 83 of the Fortune 100. Learn more at gigamon.com.

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