

## Case Study

# Leading Indonesian Railway PT Kereta Api Indonesia (KAI) Gains Centralized Visibility and a Secure Platform for Growth with Gigamon



With Gigamon, PT KAI has gained deep observability into risk and threat telemetry, and seamlessly integrated with our security tools, enabling informed decision-making and improved compliance.

**ALBERTUS INDARKO WIYOGO**  
CIO, PT Kereta Api Indonesia

### Challenges

- Rising operational costs caused by increasing traffic volumes
- Lack of real-time visibility into risk
- Higher costs for infrastructure to support new security tools
- Complying with government regulations

### Customer Benefits

- Reduced costs for additional infrastructure
- Provided real-time deep observability in one centralized platform
- Enabled risk-based decision-making
- Improved audit processes and compliance posture
- Established a secure and reliable foundation for growth

### Solution

- GigaVUE® Cloud Suite
- GigaVUE HC Series
- GigaVUE-FM Fabric Manager
- GigaSMART®

## About Customer

PT Kereta Api Indonesia (KAI) is a state-owned railway operator in Indonesia headquartered in Bandung, West Java. The railway provides long-distance passenger train services, urban commuter train services, freight transportation, and asset leasing. It serves more than 500 million passengers and transports more than 70 million tons of freight cargo per year.

Executive Vice President of Information Systems (CIO) Albertus Indarko Wiyogo leads the railway's business and technology transformation with an IT team of more than 300 people. With 25 years of experience in IT focused primarily on logistics and transportation, he is passionate about leveraging technology to improve mobility, connect communities, and support sustainable development in the country by delivering modern, secure, and efficient public transportation services. His team includes more than 20 networking specialists and 10 data center and cloud specialists.

## Business Challenge

Wiyogo was concerned about rising operational costs caused by increasing traffic volumes across devices requiring SPAN. When SPAN ports become oversubscribed, packets can get dropped, creating blind spots in visibility. He was also worried about adding new tools to the security stack, which would require costly additions to the infrastructure. Moreover, Wiyogo needed centralized visibility not only for financial reasons but also to save time and improve operational efficiency.

Another looming issue was validating compliance with Indonesian government regulations, such as the Electronic Information and Transactions (EIT) and the Personal Data Protection (PDP) laws. Wiyogo required full-packet capture and the ability to send metadata-enriched events to the railway's security information and event management (SIEM) systems for an efficient audit process.

## Resolution

The GigaVUE Cloud Suite and HC Series were deployed into the railway's on-premises and VMware environment, with GigaVUE-FM fabric manager and GigaSMART tunneling capabilities providing real-time visibility in one centralized platform.

The railway utilizes the GigaSMART de-duplication feature to target, identify, and eliminate duplicate packets and optimize traffic flows. All SPAN traffic is forwarded to the SIEM, where the railway's security tools are integrated and automated.

"The built-in integration from Gigamon to forward event information to our SIEM, along with full-packet capture and metadata enrichment, strengthen our compliance posture and make audit processes more efficient," pointed out Wiyogo.

The traffic is forwarded from Gigamon into network detection and response (NDR) and intrusion detection system (IDS) tools. "Capabilities from Gigamon are fully leveraged with our existing security tools, delivering deeper insights into network traffic, threat patterns, and anomalies," Wiyogo added.

For example, after deploying Gigamon, Wiyogo and his team noticed a sudden spike in streaming traffic from one office. After looking into the anomalous behavior, they discovered that an entire team watching a live football match during work hours, unintentionally consuming excess bandwidth. "With Gigamon, we throttled it instantly," Wiyogo said.

## Benefit

Wiyogo no longer worries about the costs of additional infrastructure. With Gigamon, new tools can be easily deployed without increasing complexity—and all necessary visibility is provided through the Gigamon Deep Observability Pipeline.

“With Gigamon, PT KAI has gained stronger risk visibility, deeper threat telemetry, and seamless integration with our security tools,” he stated.

Gigamon has also improved PT KAI’s compliance processes. “Full-packet capture and metadata enrichment capabilities from Gigamon enhance our audit readiness,” shared Wiyogo.

Beyond the immediate benefits, Gigamon has established a secure and reliable foundation for the railway’s expansion and growth. “With Gigamon, scaling operations and introducing new services can be achieved without compromising security or performance,” Wiyogo asserted.

While Wiyogo is currently focused on PT KAI’s on-premises visibility, he plans to integrate Gigamon into the company’s cloud environment in the near future. Integrating Gigamon with PT KAI’s cloud systems will help his team leverage other features such as IP filtering, packet slicing, and masking.

“We’re moving beyond using the cloud simply as an infrastructure—our focus is on leveraging it as a platform for agility, real-time insights, and innovation to transform passenger experiences and freight operations. We believe that Gigamon will play an important role in our digital transformation by providing visibility across Google Cloud Platform, Amazon Web Services, and Kubernetes.”

Wiyogo also looks forward to putting the AI-powered capabilities from Gigamon to work to make the company’s defenses faster, smarter, and more resilient in the face of AI-driven threats.

“By providing a clear, comprehensive view of potential risks, Gigamon not only makes technical teams more effective, it also helps business leaders make more informed, timely, and strategic decisions,” he concluded.

## About Gigamon

Gigamon® offers a deep observability pipeline that efficiently delivers network-derived telemetry to cloud, security, and observability tools. This helps eliminate security blind spots and reduce tool costs, enabling you to better secure and manage your hybrid cloud infrastructure. Gigamon has served more than 4,000 customers worldwide, including over 80 percent of Fortune 100 enterprises, 9 of the 10 largest mobile network providers, and hundreds of governments and educational organizations. To learn more, please visit [gigamon.com](https://gigamon.com).



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