Oil and gas company implements SASE to energize IT resiliency, connection speed and network security

Ranger Energy Services is one of the largest providers of high specification mobile rig well services, cased hole wireline services and ancillary services in the U.S. oil and gas industry. Their services facilitate operations throughout the lifecycle of a well, including the completion, production, maintenance, intervention, workover and abandonment phases. They were operating their 25 locations on legacy multiprotocol label switching (MPLS) and point-to-point networks, which lacked resiliency and weren't up to baseline cybersecurity standards for their industry. They needed a reliable, dedicated single-instance technology solution that could be implemented rapidly and customized without overburdening their IT staff.

At a glance

Industry
Oil and gas
Customer
25 locations across North America
2,000+ employees
Challenges
Outdated IT systems
Substandard cybersecurity
Overburdened IT team
Solutions
SASE (Secure Access Service Edge) + SD-WAN + Software Defined Perimeter (SDP) + Secure Web Gateway (SWG) + Firewall as a Service (FWaaS)
CSOC (Cyber Security Operations Center)
WE Connect portal
Results
Reliable connectivity
Simplified + centralized management
Reduced trouble tickets
Eased burden on IT staff

Greater resiliency and control

Ranger Energy Services had a legacy VPN with high latency, as it required routing through another vendor's data center. The IT team was receiving a huge number of tickets related to network issues.

Ranger Energy Services started by replacing their legacy VPN with Windstream Enterprise Software Defined Perimeter (SDP) clients. SDP is a Zero Trust Network Access (ZTNA) service and a key component of a Secure Access Service Edge (SASE) solution. The ability to provide a high quality ZTNA solution was a key factor in Ranger Energy Services transitioning to SASE from Windstream Enterprise.

New ZTNA clients delivered a significant improvement in performance for Ranger's remote users and work-from-home employees. ZTNA traffic was routed to the closest regional SASE point of presence (PoP), which meant a much lower latency and a significant reduction in trouble tickets.

Ranger's IT staff members were impressed with the support teams at Windstream Enterprise throughout the deployment of ZTNA and SASE.

"Ever since bringing on Windstream Enterprise, we've had a marked improvement in our networks," says Matthew Bennett, senior IT manager at Ranger Energy Services.

> ***"Windstream Enterprise is the best service provider I've ever worked with. They are highly proactive and responsive."***
>
> **Matthew Bennett**
> Senior IT Manager
> Ranger Energy Services

Faster network connections

Ranger's legacy network connectivity was unreliable and provided very limited visibility and no co-management controls. Their previous service provider required a complex process to manage changes, and in some cases, Ranger had to ship malfunctioning devices back to the vendor for reprogramming then wait for the company to ship them back.

Once they began working with Windstream Enterprise, Ranger implemented a SASE 'Proof of Concept' at one of their locations. SASE proved to be so successful that within a week Ranger decided to implement the solution across all of their locations nationwide.

"The network is now more stable, and uptime was significantly increased at all locations with SASE," Bennett remarked.

"Windstream Enterprise technical experts were extremely helpful in teaching us how to co-manage our services via the SASE portal in WE Connect," Bennett says. "They taught me how to self-deploy the sockets so that we could implement SASE on our own aggressive timeline."

Ranger uses the WE Connect SASE portal daily to review network performance and to drill down to get more detail on locations with performance issues, as well as for creating and tracking trouble tickets.

Bennett remarked, "Our users out in the field, or those who need it to work from home say: 'This is so much better.' Since we selected Windstream Enterprise, we've had a significant reduction in trouble tickets from our remote and work-at-home users with our new ZTNA solution."

Top-notch cybersecurity

Prior to Windstream Enterprise SASE, Ranger Energy Services had legacy on-premises firewall devices that required manual updates. There weren't any centralized management capabilities.

Fast forward to today, Windstream Enterprise's SASE includes Firewall as a Service (FWaaS) and Secure Web Gateway (SWG) functionality. These cloud-based security features replaced the legacy on-premises firewalls.

"SASE has provided more security than we ever thought possible," Bennett says. "A centralized portal enables us to make changes in real-time to update security policies simultaneously for all locations and end users."

"The ability to create micro-segmentation for multiple VLANs was a great capability made possible by SASE," Bennett confirmed. "The ability to add additional security components as needed is a huge plus."

Ranger leadership is very pleased with the support the company gets from the Windstream Enterprise Cyber Security Operations Center (CSOC). IT personnel are getting proactive alerts from the CSOC, and Windstream Enterprise makes them aware of issues before anyone at the impacted location complains of performance problems.

"We can sleep better knowing that the Windstream Enterprise CSOC is keeping watch over our company and edge network security," Bennett says.

Managed cloud connectivity, communications and security—guaranteed.

"I'm able to focus on business innovations knowing that Windstream Enterprise is taking care of our edge network and security."

Matthew Bennett
Senior IT Manager
Ranger Energy Services

To learn more, visit windstreamenterprise.com

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