Ather Energy Case Study

Ather Energy Pvt. Ltd. designs, manufactures, and markets smart electric scooters and charging infrastructure. Ather is headquartered in Bengaluru, India.

SPEARHEADING INDIA'S SWITCH TO CLEAN ENERGY

India's electric scooter market is still in its infancy. However, as pollution levels in cities rise, India's government is starting to push the use of e-scooters. The challenge is that most e-scooters sold today are not as powerful as models that run on petrol. Ather Energy is transforming the industry by spearheading the adoption of e-scooters in India with its release of the most powerful smart scooter in the Indian market. Its scooters sport high-storage battery density, a dashboard for navigation information, 75 km of mileage, and take less than three hours to fully charge. Ather, whose business model includes setting up charging stations in every city it launches, is working on new products ahead of plans to expand to 30 cities in the next three years.

With a focus on end-to-end customer experience and building smart transportation for the future, Ather embraces the cloud to accelerate the process of development, production, testing, and launch of their cloud-based connected scooters. Ather's business relies on multiple public clouds and cloud services, using Google G Suite, Google Cloud Platform (GCP) and Amazon Web Services (AWS) in addition to other services in their environment, to innovate faster and enable every element of their customers' experience.

Raman Pillai's IT team is responsible for Ather's technology infrastructure, tasked with delivering optimized user experiences to employees and customers. "Our goal is to derive maximum agility, performance, and value from the infrastructure while maintaining security," says Raman. As their use of multiple public clouds like AWS and GCP increase, they need a single view into their entire environment to speed resolution when issues arise, and to gain the insights they need to address potential problems before they have any impact. Raman and his team brought in Netskope to serve as a central control point to enforce security and compliance across both their SaaS and IaaS environment, which includes GCP, AWS, and G Suite.

JOURNEY TO THE PUBLIC CLOUD

By using AWS and GCP, Ather is powering agile DevOps processes that help it bring new products and features to market quickly. Ather's Artificial Intelligence, Machine Learning, Big Data capabilities, mobile apps and websites are all powered by the Public Cloud. Using public cloud services enables Ather to process massive amounts of data at lightning fast speeds to personalize rider experiences. Ather's entire scooter backend runs on the public cloud with each vehicle sending roughly 200MB of data per day.

As Ather began their journey to the public cloud, it also needed to ensure strong security. "Security is extremely critical in manufacturing, especially given the sensitivity of our customer data and intellectual property," explains Raman "We don't take chances with our security. It needs to be robust and bulletproof." Ather's trusted cyber security advisor, Vinca Cyber, recommended Netskope. Ather looked to Netskope for a cloud-native solution that provided continuous visibility into any potential risk across their multi-cloud infrastructure environment and to help them address their part in the shared responsibility models of each of the cloud providers they use.

ATHER

PROFILE

INDUSTRY
Automobile

REGION
India

CHALLENGES

- Lack of visibility into public cloud infrastructure use across organization
- Maintaining continuous compliance
- Risk of misconfigurations that can lead to exposure of sensitive data
- Lack of skilled resources to manage multiple cloud infrastructure services

BENEFITS

- Proactive security assessment and configuration management based on best practices
- Find and control sensitive data from being exposed in the cloud
- Continuous monitoring to prevent cloud infrastructures from falling out of compliance
- Greater breadth and depth of visibility into cloud risk through a single pane of glass

SOLUTIONS

- Netskope for IaaS
- Continuous Security Assessment for Google Cloud Platform and Amazon Web Services
- Netskope for Google G Suite
- Partnership with Vinca Cyber for end-to-end cyber security solution recommendations and implementation

netskope

ADDING NETSKOPE FOR ENHANCED VISIBILITY AND CONTROL ACROSS SAAS AND IAAS

When Raman and his team rolled out Google's productivity and collaboration suite—G Suite—they had limited visibility or control of the data going in. To help tackle this, they added Netskope for G Suite, which uses API Protection to discover and stop sensitive data from being exposed. "With Netskope, we view contextual details around usage—including users, devices, activities—and can assess our risk by identifying sensitive files in G Suite and see how they are being shared."

Raman's team needed to provide security for all cloud use, whether SaaS, IaaS, or PaaS. "Analyzing and visualizing all your security data in one place can be a tricky undertaking" says Raman "Our teams are operating in heterogeneous environments, and the number of tools we were using to gain visibility into and monitor security and compliance was very time consuming." With Netskope, Ather has a comprehensive continuous security assessment of their AWS and GCP cloud infrastructure services in one view. Netskope monitors both services through API connections, ensuring configurations are in line with best practices for security as well as meeting Ather's own internal compliance requirements. Through a single pane of glass they have an accurate snapshot of the security posture of their entire cloud environment.

DRIVING COMPLIANCE

The cloud has fundamentally changed what it means to be compliant at Ather. Without continuous assessment, they lacked timely visibility into infrastructure configuration, workload risk, and struggled with proving any form of compliance in the cloud. Before Netskope, the team maintained a manual approach to their security analysis and lacked an up-to-date view of the infrastructures that were created across their disparate services. Ultimately they lacked the foundational risk perspective that can only be gained from a continuous assessment of cloud infrastructure.

Raman's team now has a single view into their compliance posture across both AWS and GCP, which allows them to identify and correct deviations from compliance in a timely manner. "We need our public cloud environment compliant with internal policies. Compliance assessment and reporting is easy with Netskope." Netskope employs continuous security monitoring and stores the data collected in the Netskope platform. This eliminates the manual review process and provides insight into any current and future compliance state. With a rich set of reporting capabilities out of the box and across a broad range of compliance areas, teams can report compliance quickly, address existing gaps, and mitigate risk moving forward.

PROACTIVELY MITIGATING CLOUD INFRASTRUCTURE RISK WITH NETSKOPE

Using Netskope, Ather can proactively mitigate infrastructure risk. "We validate our configurations, identify vulnerabilities, and remediate risks. When we did this manually, the assessment and remediation was resource-intensive, could take weeks to complete, and left an open window of vulnerability." Using Netskope, Raman's team was able to measure change on their security posture almost immediately.

LOOKING FORWARD

"Every once in a while, I need to remind myself that security is a journey," says Raman. "With Netskope we have the right tools in place to ensure employees aren't intentionally or inadvertently exposing our data to the outside world, and in turn exposing our brand to costly vulnerabilities." Ather will continue to build upon the security policies and practices they have in place to drive constant vigilance.

"When deploying a multi-cloud infrastructure environment, you need a consistent tool that plays across all the platforms. Using Netskope I train one individual on one set of tools to manage our entire cloud environment effectively."

Raman Pillai | Head of IT at Ather Energy