EXTRAHOP®

CUSTOMER STORY

Aerospace Leader Secures Mission Control Performance and Streamlines Global Launch Operations

An aerospace leader faced visibility gaps and high labor costs from manual forensics. By deploying ExtraHop RevealX™ NDR, they automated telemetry analysis and real-time monitoring. This modernization secured mission-critical systems and Mars-related programs, providing the advanced root-cause analysis required for high-stakes, global mission control operations.

The organization selected the ExtraHop RevealX platform after achieving strategic alignment with the CIO on operational goals, reaching the following outcomes:

- **Automated forensics and root cause analysis:** The organization successfully eliminated manual forensic packet capture, enabling the security and networking teams to identify the root cause of performance issues in minutes rather than hours.
- **Mission-critical telemetry monitoring:** The deployment provided continuous, real-time visibility into launchpad and mission control systems, ensuring the stability of high-speed data flows during critical launch windows.
- **Operational efficiency and cost reduction:** By automating data collection and analysis, the manufacturer significantly reduced labor costs associated with manual troubleshooting and streamlined global infrastructure management.
- **Unified source of truth:** The platform bridged cross-functional silos, providing a shared diagnostic environment that improved team coordination and accelerated the resolution of complex system dependencies.

The Challenge: Securing Mission-Critical Telemetry and Global Launch Operations

Operating at the forefront of satellite launch services requires flawless execution and high-performance network reliability. However, the existing technical landscape presented several core challenges:

Manual Forensic Limitations

Prior to using ExtraHop, the organization lacked automated forensic packet capture. This forced highly skilled engineers to engage in manual data collection during outages or performance degradations, leading to high labor costs and extended mean time to resolution (MTTR).

Inefficient Telemetry Analysis

The manufacturer struggled with siloed telemetry data that prevented a holistic view of launchpad performance. Without real-time insights, the team could not proactively identify bottlenecks in mission-critical systems, creating risk during high-stakes satellite deployments.

Operational Silos and Coordination Gaps

Troubleshooting efforts were often hindered by fragmented data sources, forcing different teams to function in isolation. This lack of integration made it difficult to establish a single source of truth for global operations, particularly during mission control scenarios where every second is vital.

High Stakes for Future Programs

With expanding operations and future Mars-related programs on the horizon, the manufacturer required a scalable architecture. The existing “blind spots” in launchpad performance were incompatible with the organization’s long-term goals for interplanetary mission success.

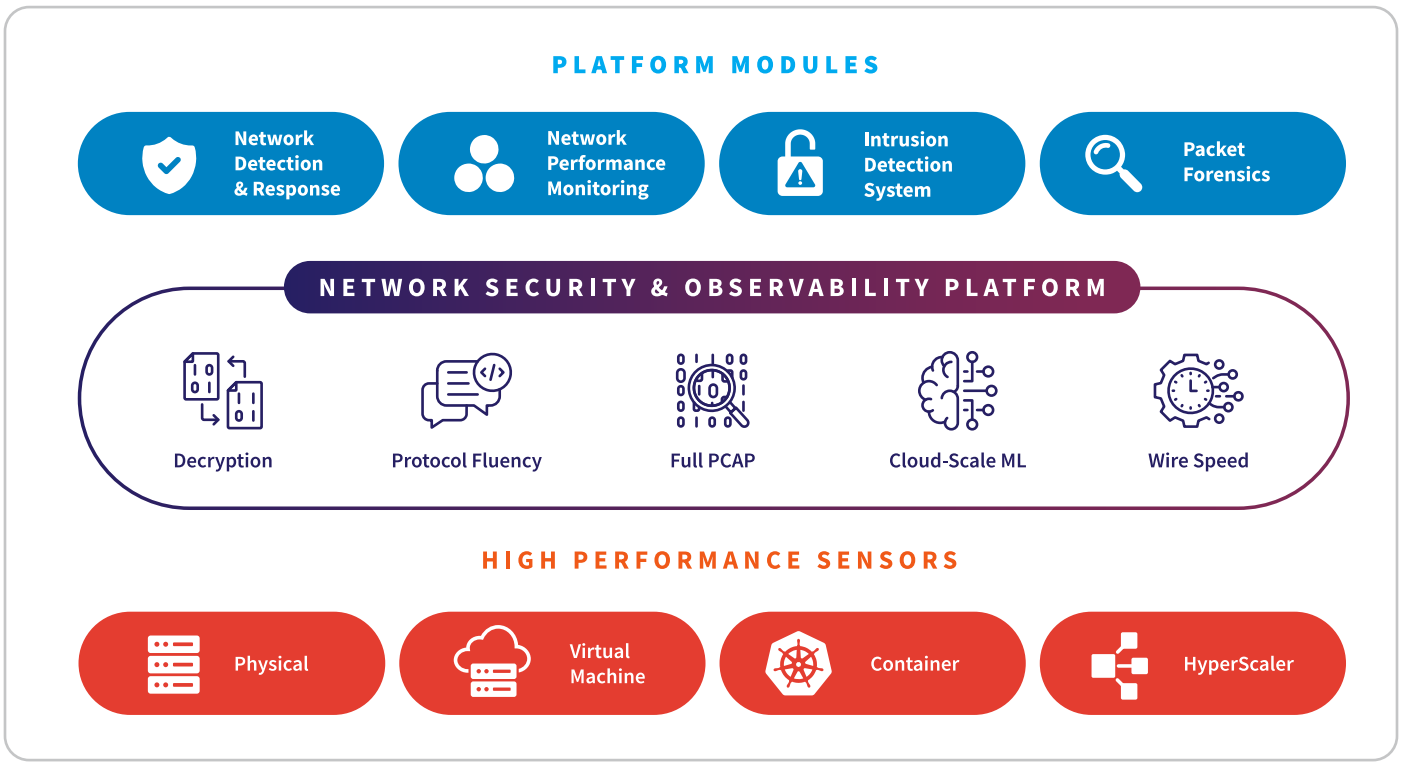
The Solution: Unified Detection with ExtraHop NDR

The successful deployment of ExtraHop enabled the aerospace leader to modernize its defensive and operational posture. The modern NDR platform provided the specialized inspection required to manage the unique data protocols inherent in satellite launch services.

The key outcomes and advantages delivered to the organization include:

- **Unrestricted visibility and decryption:** The aerospace leader secured the required forensic depth and network control when it deployed ExtraHop, which analyzes 100 Gbps of east-west traffic and uses high-speed decryption to immediately find threats previously hidden within encrypted flows.
- **Reduced alert fatigue via high-fidelity detection:** The cloud-scale machine learning built into the ExtraHop platform reduced the SOC's operational burden by providing high-fidelity, low-noise detections. This shift allowed analysts to move their focus from low-value false positives to highly reliable network activity, signaling true post-compromise threats and endpoint detection and response (EDR) evasion tactics.
- **Actionable context and identity:** The security team achieved comprehensive insight by using identity-based investigation, which links malicious network activity directly to user and service accounts, finally enabling the detection of all missed AD and lateral movement attacks.
- **Streamlined incident response via ecosystem integration:** ExtraHop fundamentally simplified incident response workflows because it established itself as the definitive source of network truth, automatically feeding high-value contextual data to the customer's existing SIEM and EDR platforms.
- **Unified security platform:** The organization gained efficiency and reduced complexity by consolidating NDR, NPM, and IDS capabilities into one unified, integrated solution for comprehensive network security and observability.
- **Deep protocol coverage for core assets:** The aerospace leader mitigated major risk by gaining deep fluency (parsing over 90 protocols) that allowed for accurate decoding of all traffic, including sensitive database communications, without introducing performance risk. This was critical for detecting hidden AD attacks and lateral movement.

ExtraHop NDR Platform



The Results: Performance and Protection

The aerospace manufacturing leader achieved immediate, transformative improvements in mission control stability and operational agility following the deployment of the ExtraHop NDR platform.

Enhanced Mission Success

The organization now possesses real-time telemetry analysis capabilities that protect core launch infrastructure. This visibility ensures that mission control performance is optimized during every stage of the satellite launch service journey.

Significant Labor Savings

By rationalizing the troubleshooting process, the organization realized a notable reduction in labor costs. The move from manual packet capture to automated forensics has allowed the engineering team to focus on high-value mission objectives rather than data collection.

Global Operational Consistency

The aerospace leader successfully implemented the platform across its continental United States sites and global operations. This rollout provided the first-ever unified view of the global launch network, ensuring consistent security and performance standards worldwide.

Foundation for Interplanetary Expansion

The platform's success in current mission-critical systems has established a baseline for future opportunities, including specialized monitoring for the manufacturer's Mars-related programs. This long-term scalability ensures that the organization can continue to push the boundaries of aerospace innovation with a secure, high-visibility network foundation.

Bridged Technical Divide

The deployment successfully unified disparate technical teams. These groups now collaborate using a single source of network truth, allowing for proactive risk reduction and more effective performance tuning across the entire enterprise.

ABOUT EXTRAHOP

ExtraHop empowers enterprises to stay ahead of evolving threats with the most comprehensive approach to network detection and response (NDR).

Since 2007, the company has helped organizations across the globe extract real-time insights from their hybrid networks with the most in-depth network telemetry. ExtraHop uniquely combines NDR, network performance monitoring (NPM), intrusion detection (IDS), and packet forensics in a single, integrated console for complete network visibility and unparalleled context that supports data-driven security decisions. With a powerful all-in-one sensor and cloud-scale machine learning, the ExtraHop RevealX™ platform enhances SOC productivity, reduces overhead, and elevates security postures.

Unlock the full power of network detection and response with ExtraHop. To learn more, visit extrahop.com or follow us on LinkedIn.

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