



# How Summit Utilities Caught a Critical Security Gap with Anecdotes

## The Challenge

When Jamie Brookes joined Summit Utilities as a GRC Cybersecurity Analyst, she knew she'd need a unified platform built to support real-time monitoring that would allow her to stay on top of the organization's complex and growing technological infrastructure.

Jamie and Summit's Director of IT Security, Aaron Baillio, reviewed about five options before selecting Anecdotes. One of the key features that convinced Jamie and Aaron to choose Anecdotes was the platform's advanced monitoring capabilities, which would allow them to create custom monitoring rules based on their policies.

But no one realized that that very feature would be the key to finding a hidden control gap that already threatened Summit's infrastructure security.



**"Anecdotes made it easy to get started. The platform is very intuitive and made it easy for us to get up and running, linking the different aspects of our program right from the start."**

**Jamie Brookes**, GRC Cybersecurity Analyst,  
Summit Utilities



Summit Utilities, Inc. operates several natural gas distribution and transmission subsidiaries. The company provides safe, clean, and affordable natural gas to businesses and residents in six states.

**"We had the right policy, but the process wasn't working like we thought, and our security tools weren't catching the problem. Anecdotes let us see what was really happening."**

**Aaron Baillio**, Director of IT Security, Summit Utilities

## The Solution

Jamie got off the ground quickly, integrating Anecdotes across Summit's tech stack with nine proprietary plug-ins. She combined pre-built and custom monitoring rules to set up a robust continuous monitoring process.

What surfaced surprised everyone: Anecdotes immediately flagged an infrastructure security issue. Despite policies in place, Summit had an encryption problem that had gone unnoticed. A new process looked right on paper, but the IT team was missing a step in practice, creating a security gap.

By collecting GRC data from across Summit's systems and performing a comprehensive analysis, Anecdotes provided the contextualized information the team needed to trace the problem to its source.

Jamie's tailored monitoring system made it easy to detect and track the extent of the issue, and the platform's automated cross-mapping gave her visibility into the impact of the gap on controls across the organization's frameworks. Jamie now sends weekly reports so the infrastructure lead can scale remediation and watch for further issues.

**“Anecdotes showed us exactly where our controls weren't being enforced and gave us the data to drive change.”**

Aaron Baillio, Director of IT Security, Summit Utilities

## The Results

- ✔ **Critical Gap Discovery:** Anecdotes' combination of out-of-the-box and configurable custom rules allowed Jamie to pinpoint a critical security gap right away and use continuous monitoring to resolve it.
- ✔ **Tangible Remediation:** Weekly reports and clear audit trails enable security, infrastructure, and service desk teams to coordinate effectively on gap remediation.
- ✔ **Rapid Ramp-up:** Jamie says Anecdotes' AI recommendations, helpful support articles, and responsive customer service team were key to helping her deliver value with Anecdotes right away.

**“We wouldn't have caught this issue without Anecdotes. Now we know where the problem is and how to fix it.”**

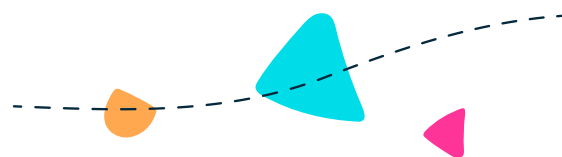
Jamie Brookes, GRC Cybersecurity Analyst, Summit Utilities

## Moving Forward

With the hidden security gap addressed and systems monitored for future issues, Jamie can focus on strategic GRC improvements across the organization.

As Summit continues to integrate new systems, Jamie plans to use Anecdotes' proprietary plug-ins and custom API capability to connect more sources and strengthen control mapping. “The documentation makes it so clear—I know exactly what steps to follow. That's been a huge help,” she says.

With custom rules, linked frameworks, and a user-friendly platform, Summit is building a mature and proactive GRC program—one that scales with the needs of the business.



Anecdotes enables GRC teams to strengthen and scale their GRC program. By giving teams actionable GRC data, which is instantly mapped to any use case, coupled with AI-enhanced analysis tools and configurable automations, Anecdotes empowers GRC teams to quickly identify gaps—and attest to their organization's state of compliance with confidence. Learn more by visiting [www.anecdotes.ai](https://www.anecdotes.ai)