



About Customer

MetroGAS is Argentina's largest gas distributor by number of clients, serving Buenos Aires and 11 of the city's surrounding districts. More than 2.5 million Argentinian consumers and businesses rely on MetroGAS to fuel their daily lives.

www.metrogas.com.ar

Geo

Latin America

Industry

Utilities

Solution Area

Accelerate Core Applications

Products in Use

Pure Storage® FlashArray™//X
Pure Storage FlashArray//C
Pure1®

MetroGAS Becomes a Data-Driven Utility Provider

With millions of Argentinian homes and businesses relying on its natural gas network, MetroGAS puts the security and quality of its customer experience above all else. Operating in a complex regulatory environment, it must back up its quality service with equally robust data processes and billing.

When its data storage could no longer keep up with its data security strategies, customer needs, and government regulatory change, MetroGAS replaced it with Pure Storage FlashArrays managed by Pure1. Faster billing and new security measures have positioned the company to better serve customers across channels and strengthen its digital offering.

"The speed of Pure FlashArray was a game-changer. Not only did we get ahead of government regulations, we began delivering more convenient billing services to our customers. That's the real win in my eyes."

**OSCAR ALARCÓN
RODRÍGUEZ,**
DIRECTOR OF
INFRASTRUCTURE

Impact on MetroGAS



Enhances and speeds customer invoicing to meet government requirements



Improves the security and reliability of its natural gas network



Builds a foundation for digital customer service, including billing

Challenges



New regulations required more frequent and accurate billing practices



Aging gas network required more proactive maintenance



Managing customers' rising expectations for digital services and flexibility

Results



Reduces batch processing times for invoices by 40%



Secured its network data with IoT sensor monitoring



Reduced time to clone and test new SAP processes from hours to minutes

Natural Gas Services Fueled by Data

MetroGAS is more than a utility provider. It is a critical piece of Argentina's infrastructure. The reliability and security of its natural gas pipelines are paramount, as is the quality of its customer service.

Data sits at the core of MetroGAS' operations, from pipeline maintenance, to billing, to its digital customer experience. "Customers expect digital services as table stakes today. For us, that means putting customer data behind every aspect of our organization," says Oscar Alarcón Rodríguez, Director of Infrastructure at MetroGAS.

Alarcón and the infrastructure team spearhead MetroGAS' data transformation, spanning its billing practices, pipeline management, and customer service. In 2019, they replaced the company's previous storage with Pure Storage FlashArray//X and complemented that with a FlashArray//C the next year. Pure now supports 95% of MetroGAS' operations.

Meanwhile, Pure SafeMode snapshots ensure data backup and recovery, giving MetroGAS peace of mind that its critical network and customer data will not be lost in the event of a ransomware attack or other outage.

Pure Storage FlashArray//X handles day-to-day customer workloads, like billing, while FlashArray//C supports core processes, like MetroGAS' CRM. The infrastructure team also shifts workloads between arrays based on his needs. For instance, he might temporarily move urgent CRM processes from the FlashArray //C to the //X for faster processing.

"The flexibility to shift data workloads between our FlashArray //X and //C is huge," says Alarcón. "No matter what happens with regulations or customer needs, we can optimize our data processes using the best array for the job."

Double the Invoices, Half the Processing Time

The defining moment for MetroGAS came five years ago, when new regulations required that utilities process customer invoices monthly rather than once every two months. The company had two options – update MetroGAS' storage or spend twice as long processing invoices.

He chose the first option, reducing batch processing times by 40% after migrating MetroGAS' previous invoicing systems to Pure Storage. From 70,000 invoice documents processed in eight hours, MetroGAS now processes 140,000 documents in half the time.

"The speed of Pure's FlashArray was a game-changer," says Alarcón. "Not only did we get ahead of government regulations, we began delivering more convenient billing services to our customers. That's the real win in my eyes."



Our business increasingly runs on data, especially as we migrate to the cloud, and Pure is an integral part of our strategy to turn that data into value for our customers.”

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Proactive Network Management with IoT Sensors

To ensure the reliability of its gas network, MetroGAS outfitted its pipelines with Internet-of-Things (IoT) sensors that send critical performance data back to maintenance teams. With those insights, the team can manage service issues more proactively to ensure the safety of Argentina’s residents.

MetroGAS also shares GPS data from its sensors with construction crews, allowing them to excavate safely without hitting a pipeline and interrupting its service. All of this critical data sits on Pure Storage.

“Our network data is critical to delivering reliable services,” says Alarcón. “Supported by Pure, we’ve set up an IoT architecture that will keep our data safe and our network running smoothly.”

A Digital Foundation for Today’s Customers

MetroGAS also began laying the groundwork for its digital customer experience in 2018, with plans to build “virtual offices” where customers could manage their billing, profile, and service requests online. COVID-19 brought added urgency to this effort, with the virtual offices going live soon after the pandemic began. Supported by Pure Storage, the company continues to build new data-driven digital services, such as the option for customers to initiate claims and request an installation online.

Working Smarter and More Sustainably

The infrastructure team uses the Pure1 platform to monitor MetroGAS’ storage and centralize support for other stakeholders. The Pure1 phone app allows the team to validate storage loads and performance and respond to support requests from anywhere.

Meanwhile, the development team has sped up testing for new customer services in their SAP production environment. It previously took two hours to clone new payroll or ERP processes for testing, but the team can now clone and test these new services in minutes. Many of MetroGAS’ core systems run on SAP, making this a major win for the team.

Crucially for Alarcón, MetroGAS has made its data centers more sustainable. A 50% improvement in data compression rates with Pure Storage cut its datacenter footprint from four racks down to one.

“We’ve pushed our FlashArrays to the limit and still haven’t broken them. From volume, to performance, to back up and security, they handle everything with ease,” says Alarcón. “Our business increasingly runs on data, especially as we migrate to the cloud, and Pure is an integral part of our strategy to turn that data into value for our customers.”

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