



CASE STUDY

Smart Grids

Protecting Critical Advanced
Metering Infrastructure (AMI)
Operations

INDUSTRIALDEFENDER.COM





COMPANY PROFILE

This Industrial Defender customer is a large power company that transmits, distributes, and sells electricity and utility construction services, and serves over 100,000 customers in the northeastern United States. The company provides their customers with low-cost, low- carbon, reliable power through their network of hydroelectric stations.

THE SITUATION

The company began deploying an advanced metering infrastructure (AMI) project to replace their antiquated electromechanical meters across thousands of geographically dispersed endpoints. With responsibility for nearly 20% of the electricity provided to their state, the company understood that replacing their customers' existing electromechanical meters with smart meters was no small undertaking.

They also realized that securing the various components of their infrastructure, including SCADA systems, Meter Data Management (MDM) systems, and a vast distribution network, was going to be a challenge. With networks spanning almost 9,000 square miles, the need for timely data to detect, diagnose and triage outages was critical to maintain their commitment to keep power flowing without interruption. They needed a way to secure the assets that make up their entire value chain, from generation through transmission to distribution.

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CUSTOMER REQUIREMENTS

- Security event monitoring and logging
- Asset management
- Configuration change management
- Policy compliance
- Reporting

THE SOLUTION: INDUSTRIAL DEFENDER

The company knew that securing their smart meter investment was critical for long term success. Each component of their smart grid architecture was designed and built with security in mind, and they leveraged the information provided by Industrial Defender to gain a more holistic view of their asset base and provide reports to management demonstrating the improved efficiencies.

They successfully implemented their pilot AMI project and completed the roll out on schedule. Industrial Defender greatly enhanced their cybersecurity posture for their smart metering project and was flexible and scalable enough to meet the company's smart grid roadmap. The solution met all their requirements and continuously monitors and manages their industrial endpoints, including intelligent electronic devices (IEDs), remote terminal units (RTUs), and human machine interfaces (HMIs). They are also using Industrial Defender to automate regulatory compliance with NERC CIP.

Goals	Results
• Create a complete asset inventory for SCADA systems and AMI project • A single platform to monitor and report on security events • Automate NERC CIP compliance	• Consolidated view of asset activity across AMI network and endpoints • Secure operational technology networks • Enhanced change management tracking for NERC CIP compliance

THE RESULT: SECURITY & VISIBILITY

The operational value gained from Industrial Defender's solution exceeded expectations for the company. According to the company's Director of Information Technology, "While this project began with a security orientation, we're thrilled with the operational awareness the system delivers. The capabilities are above and beyond what we expected. With Industrial Defender, we gain a consolidated view of activity across our AMI network and endpoints."

Additionally, as a full-service power generation, transmission, and distribution company, the customer can now easily identify opportunities to enhance their operations. The ability to identify, diagnose and triage outages – as well as pinpoint latency issues and error messages such as meter tampering – will allow them to ensure they deliver the most consistent service to their customers.

"With Industrial Defender, we gain a consolidated view of activity across our AMI network and endpoints. This insight is vital to delivering the greatest possible service to our customers across the state."

THE INDUSTRIAL DEFENDER DIFFERENCE

Since 2006, Industrial Defender has been solving the challenge of safely collecting, monitoring, and managing OT asset data at scale, while providing cross-functional teams with a unified view of security. Their specialized solution is tailored to complex industrial control system environments by engineers with decades of hands-on OT experience. Easy integrations into the broader security and enterprise ecosystem empower IT teams with the same visibility, access, and situational awareness that they're accustomed to on corporate networks. They secure some of the largest critical control system deployments with vendors such as GE, Honeywell, ABB, Siemens, Schneider Electric, Yokogawa and others to protect the availability and safety of these systems, simplify standards and regulatory requirements, and unite OT and IT teams.

Planning an OT Security Project?

SCHEDULE A DEMO

FOR MORE INFORMATION

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