**NOZOMI NETWORKS** | هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

CASE STUDY

# DEWA Relies on Nozomi Networks to Ensure World-class Delivery of Electricity and Water Utility Services

## The Customer
### Dubai Electricity and Water Authority (DEWA)

Founded in 1992 by Sheikh Maktoum bin Rashid Al Maktoum, the Dubai Electricity and Water Authority (DEWA) is the exclusive provider of electricity and water services in Dubai. The public utility is setting industry standards worldwide as it innovates to ensure that the more than 1 million customers it serves have an adequate and reliable supply of electricity and water. In support of that effort today DEWA delivers an installed capacity of more than 16,270 megawatts (MW) of electricity and and over 495 million Imperial Gallons (MIGD) of desalinated water every day.

## DEWA Wanted a Real-time View into Substations Assets and Activity

Since its inception DEWA has fostered a culture of innovation, adopting the latest technologies to improve people's lives in a sustainable environment. In 2013 the utility began a massive effort to modernize its power production processes with a focus on reliability, sustainability and efficiency. DEWA is committed to achieving the strategic objectives of the Dubai Integrated Energy Strategy 2030 to diversify energy resources and improve efficiency of electricity and water usage.

In 2016, DEWA embarked on a journey to optimize the resilience of Dubai's power grid against growing cybersecurity threats. In addition to reinforcing its processes, it prioritized the establishment and maintenance of robust threat detection, and response capabilities across its Transmission Power Network assets and the Transmission & Distribution Network Control Centers. DEWA required real-time asset visibility, active threat monitoring, and AI-powered insights to ensure efficient, reliable service delivery and to proactively mitigate threats to its substations.

## Goals

**Ensure comprehensive asset visibility**, **threat detection**, and **response capabilities** across the Transmission Network assets consisting of 400kV switching stations, 400/132kV Transmission Substations & 132kV/11kV substations. They also wanted to extend this capability across the Transmission (TCC) and Distribution (DCC) Control Centers.

**Detect and respond to any adverse systems events** that can lead to unplanned outages with in-depth asset monitoring for IEC61850-enabled system assets.

**Ensure ongoing compliance** with DEWA's standards for safety, security, and reliability.

**Consolidate monitoring and response** into a central OT Cybersecurity Operations Center (OT-CSOC).

## The Nozomi Platform Delivers Visibility and Response to Ensure the Lights Stay On

DEWA partnered with Nozomi Networks to develop and implement a solution that uses the Nozomi Network platform to deliver asset visibility, threat detection, and centralized monitoring across more than 180 Transmission Network sites and two control centers. More than 180 Guardian sensors and 3 Central Management Consoles (CMCs) have been deployed to ensure the efficient and reliable delivery of electricity to DEWA customers and DEWA has plans to extend Nozomi Networks solutions into additional substations to maintain reliable supply of power across the Emirate of Dubai.

### Results / Outcomes

- DEWA obtains actionable intelligence using Nozomi Networks platform, allowing DEWA to act quickly when threats are detected across the sites covering IEC101, IEC104 & IEC61850 sites.

- The Nozomi solution is integrated with DEWA's OT-CSOC to support DEWA's OT security analysts with real-time actionable intelligence.

- Nozomi's threat intelligence keeps DEWA apprised of any new threats relevant to its installed asset base.

- The Nozomi solution assists DEWA with meeting its compliance obligations – both internal and external.

### Why Nozomi

- **Unmatched** industry expertise and professional services
- **Local support** from a Professional Services team based in the UAE
- **Superior** product functionality and performance
- Nozomi is **committed** to DEWA's success.
- **Agility** to quickly address DEWA's needs and feature requests

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> Nozomi Networks has a deep understanding of the unique requirements we face in the electric and water utilities space. This expertise is rare among security vendors and critical in helping DEWA fulfill our vision to digitally deliver utilities using autonomous systems for renewable energy, storage, and expansion.
>
> **Eng. Waleed Bin Salman,**
> *Executive VP of Business Development and Excellence, DEWA*

**6**
**years of successfully partnering** with Nozomi Networks

**180**
**Guardian Sensors** - both physical and virtual

**3**
**Central Management Consoles**

**180+**
Solution spans more than 180 **transmission network sites and control centers.**

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Nozomi Networks protects the world's critical infrastructure from cyber threats. Our platform uniquely combines network and endpoint visibility, threat detection, and AI powered analysis for faster, more effective incident response. Customers rely on us to minimize risk and complexity while maximizing operational resilience.

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