Utility Provider

Enables Secure Connection with End-to-End Data Encryption

"With the help of AutomaTech and Moxa Remote Connect technology, I can now securely access control systems from home just like if I was at the plant. It has already saved me a 2-hour drive to the plant at 2:00 AM."

Automation Engineer
Utility Provider

Overview

A Regional Utility Provider operates a continuous production facility that demands 24/7 technical support. In order to troubleshoot critical issues, support personnel are often required to drive to the facility off-hours. As a result, plant personnel and vendors set up various single-purpose connectivity methods which made supporting, maintaining, and securing remote connectivity a challenge.

Challenge

The Regional Utility Provider's network includes a production facility with over 50 remote sites spanning a large geographical area, all critical to operations and all requiring robust security. An increased demand for remote connectivity resulted in deployment of multiple, disparate VPNs and remote connectivity technologies. Support personnel often needed to drive to the facility hours away – causing delays and impeding production.

Some of the remote networks were managed internally and some managed externally by vendors. Ultimately, this caused many unnecessary complexities and exposed the entire production network to potential security vulnerabilities.

Solution

AutomaTech understood the challenges faced by the Regional Utility Provider because they have experience helping industrial companies facing similar circumstances. AutomaTech recommended a simplified, purpose-built secure technology called Moxa Remote Connect (MRC). MRC provides standardized management of secure connections.

MRC allowed support personnel to define which devices could be accessed, when they could be accessed, and who was permitted access. Support personnel are afforded full access, whereas vendors can only access specific devices during specific time periods.

Results

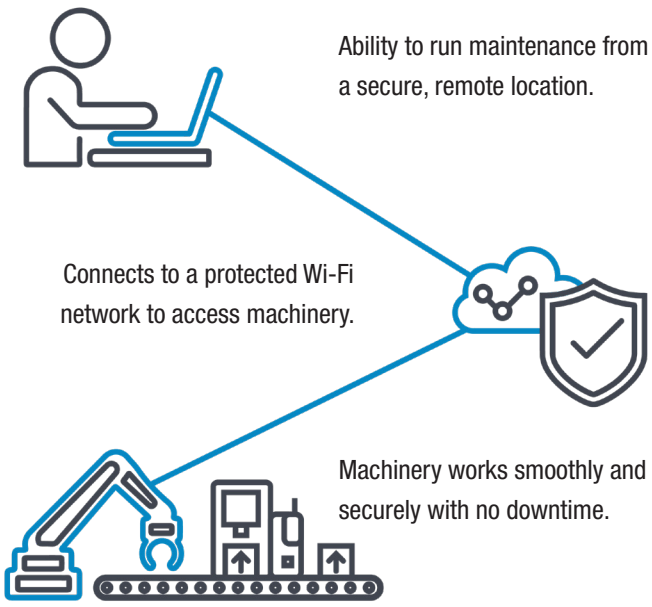
With the help of AutomaTech, the MRC system enabled a fully integrated secure connection with end-to-end data encryption.

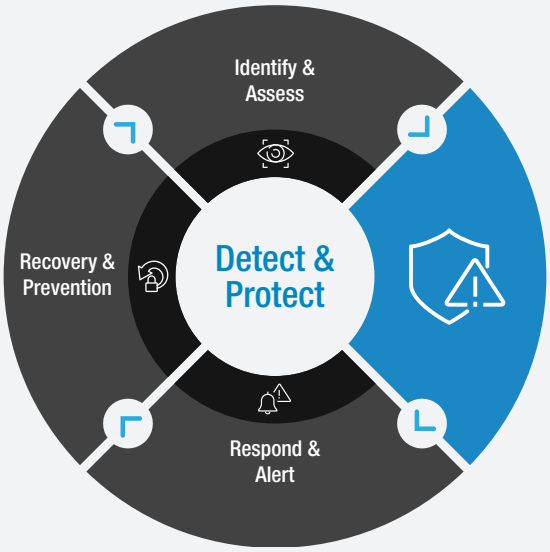
The Regional Utility Provider was up and running with the initial MRC system in less than an hour. MRC was quick to deploy, only required three components, and delivered a robust and secure remote connectivity infrastructure.

MOXA®

The end result is a secure system that is easy to use, offers strict authentication for clients, and enforces device and time access restrictions for support personnel and vendors.

Moxa Remote Connect in Action





Foundations of Cyber Security

Effective industrial cyber security is accomplished by balancing exposure to risks against cost of mitigation and implementing appropriate countermeasures. However, cyber security is a continuous process. You should always be moving through these cyber security foundations:

Identify and Assess helps you understand vulnerabilities, threats, impacts, and effectiveness of security. **Detect and Protect** boosts security measures and detects attacks before they happen. **Respond and Alert** allows you to quickly respond and mitigate threats before becoming a problem. **Recovery and Prevention** builds a foundation to quickly recover and get back up and running again.

Want to learn more?

Reach out to our team.

(888) 830-0088
solutions@automatech.com
automatech.com
138 Industrial Park Road
Plymouth, MA 02360