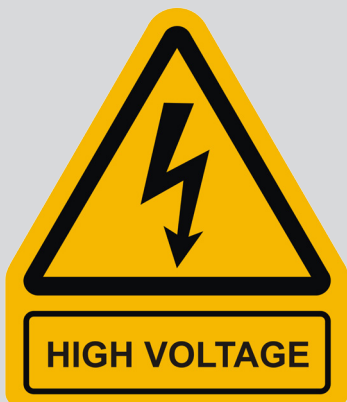


“ We’re responsible for keeping the lights on in the region. We can’t afford the risk of not being able to completely control who has access to our IT infrastructure. ”

CUSTOMER PROFILE

A regional independent system operator (ISO) is the organization entrusted to keep electric power flowing to the millions of consumers and businesses in the region that need it. The regional ISO manages the scheduling of power on the electric grid that can consist of many megawatts of generation capacity and thousands of miles of transmission lines.

This customer wished to not be named, citing security regulations.



Uplogix Benefits for the Energy Industry:

- ▶ **Data Center Staff Augmentation** | Uplogix Local Management automates basic management tasks allowing critical data centers to operate with minimal staff 24x7
- ▶ **Secure Management Platform** | Users authenticate through Uplogix to gain access to devices. All keystrokes and device responses are logged for security and compliance.
- ▶ **Local Monitoring of Devices** | Since Uplogix Local Managers connect directly to the devices they are managing, queries are more frequent than SNMP polling with built-in intelligence and a rules engine making automated responses possible—solving many issues before they are even noticed

CURRENT CHALLENGES

Like others around the country, this regional ISO is working to meet new industry standards for cyber security while trying to reduce the cost and complexity of managing their network infrastructure.

The National Energy Reliability Council (NERC) introduced Cyber Security Standards for power companies to protect critical cyber assets of our nation’s power grid. Implementing these standards is mandatory, but especially challenging due to the increased levels of coordination required amongst companies sharing the grid, and the high number of network touch points affected.

For network infrastructure, the NERC standards call for:

- ▶ Increased levels of remote access security to minimize the threat of cyber security attacks
- ▶ Tracking and auditing all actions taken and changes made to the IT infrastructure
- ▶ Ensuring secure network connections between each ISO and end customers—in this case more than 70 companies nationwide

“We need to be able to secure access and control at all points throughout our network to ensure the protection and reliability of the power grid. Uplogix has provided that level of security out-of-the-box with its Local Management solution.”

Meeting NERC's Cyber Security Standards

Before Uplogix, the ISO's system administrators were unable to ensure consistent and comprehensive network security for all of its varied users, which include not only internal employees, but also those of an outsourced service provider, and the employees of the market participants—a network of over 70 energy and utility companies located across the United States.

The network was being accessed through both in-band and out-of-band connections, and administrators lacked a centralized and comprehensive view over who was accessing the network and what changes were being made. A solution was needed that could control user access and permissions, enforce management security standards, and centralize auditing and reporting for compliance purposes.

Reducing the Cost and Complexity of Network Support

In addition to the network security requirements, the ISO's management also wanted to reduce both their internal and external network support costs. The ISO outsourced the monitoring and management of most of their IT infrastructure to a third party service provider. Although the service provided met expectations, the costs of ongoing network maintenance and support still ran high because manual intervention was usually required to accurately diagnose and fix problems. Management wanted to automate many of these manual, error-prone operations to achieve both cost savings and a higher level of reliability and control.

UPLOGIX SOLUTION

The ISO's management selected Uplogix Local Management to meet their stringent network security and automation challenges. The ISO has deployed Uplogix across their network, including over 70 sites interconnected via the WAN at its market participants' locations. Almost immediately the network administration team realized the value of having standardized and centralized control over end-user access to the network.

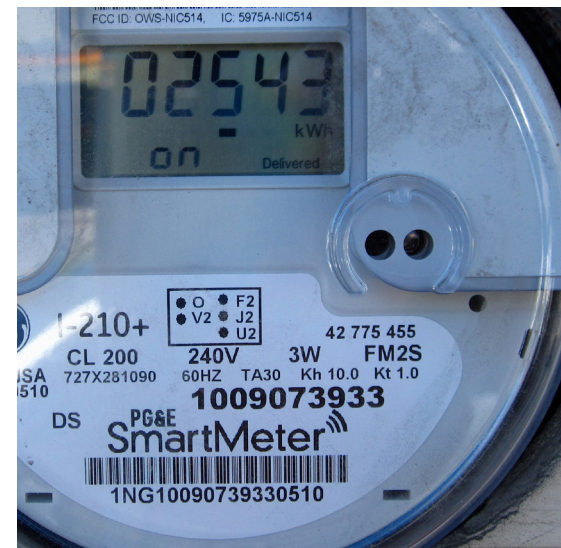
Deploying Uplogix appliances across the ISO's network has elevated the level of security of their environment and provided out-of-the-box compliance for the Cyber Security Standards requirements. Uplogix ensures that the four basic tenets of the Cyber Security Standards are met including:

- § 1) Minimizing risk of security breaches
- § 2) Handling and reporting all incidents
- § 3) Securing the network's perimeter
- § 4) Controlling user access

The ISO now has the technology in place to compliment their stated security policies and meet the new NERC industry standards.

The ISO is using the intelligence of Local Management to automate a number of network management procedures across their distributed WAN, including managing the networking equipment deployed in the various market participants' locations to ensure network connectivity and communication to and from their customers. By utilizing Uplogix' built-in automated procedures for diagnosis, recovery and configuration management, the ISO provides better service at a lower cost to maintain and support the network. Additionally, the ISO has brought Uplogix into their datacenter for LAN-based applications to replicate the automation capabilities that have been successful across the WAN environment.

Uplogix proved ideal for this ISO's distributed WAN and LAN environments as it monitors, measures and reports on all infrastructure changes made to the network, even when network connectivity is disrupted. In addition, granular authorization schemes and comprehensive activity logging help to ensure compliance with the evolving cyber security standards. By automating manual, error-prone network maintenance and support processes, Uplogix has helped reduce the ISO's dependence on its outsourcer to provide these services, which has led to significant cost savings.



ABOUT UPLOGIX // Uplogix provides the industry's first local management solution. Our co-located management platform automates routine administration, maintenance and recovery tasks—securely and regardless of network availability. In comparison, traditional network and systems management depends on the network, uses multiple tools, and remains labor intensive. Uplogix puts the power of your most trusted IT administrator everywhere, all the time.

Uplogix is privately held and headquartered in Austin, Texas. For more information, please visit www.uplogix.com.

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