



ENGAGEMENT SPOTLIGHT

ENGAGEMENT NAME

OT Network Modernization

CLIENT INDUSTRY

Energy & Utilities

PROJECT OBJECTIVE

Assess the process control network for a large utility experiencing impactful network outages. Review network design and advise on resiliency and redundancy components for prioritized remediation efforts.



How Windval delivered an end-to-end assessment to promote a resilient and redundant network.

For a large enterprise utility client, Windval was engaged to bring deep advisory and technical expertise to address business-critical network outages and provide prioritized modernization recommendations. Through a comprehensive assessment framework, Windval provided triage focus to mission-critical issues while laying a foundation for a stronger future state utility/OT network. The strategic Windval approach balanced short term “quick wins” with future state objectives to deliver actionable plans for comprehensive network improvements that set the client on a path to OT network modernization success.

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APPROACH

- **Build Trust with Key Project Stakeholders**

When addressing service issue/outage challenges, the Windval team recognizes the power of building trust through proactive relationship development, demonstrating depth of expertise, and involving the client in the engagement from inception to final deliverable.

- **Address Both Design & Operational Network Issues**

A strong network is more than just technology and tools. Windval analysis was deep in both the technology and operational aspects of the client network environment, engaging key client leaders from enterprise architecture, infrastructure, and cybersecurity. To accomplish this, Windval brought extensive experience and expertise across architecture, engineering, operations, and cybersecurity to build a comprehensive go-forward plan that drove client confidence.

- **Review People & Process, Not Just Technology**

What began as a technology-heavy assessment ended up uncovering gaps in people and process aspects to support a reliable, resilient network. Windval made several key improvement recommendations to arm the client with a more comprehensive, long-term solution.

CONCLUSION

Pragmatic, prioritized actions led by senior experts.

Utilities rely on stable, reliable, secure networks to operate their business and provide a high level of customer satisfaction. The client recognized Windval's depth of skill and expertise in designing and securing modern IT/OT networks while also advising on critical people and process improvements for long term success. The client IT and business executive leadership now have a prioritized roadmap for maintaining a more reliable and secure network, along with a comprehensive list of other operational improvement

RESULTS

3

Months to deliver a comprehensive, end-to-end network assessment

2

Key FTE roles identified as "missing" for client to address in the future

1

Thrilled client that recognized the depth and expertise Windval brings

