



FoxGuard has been working with a Mid-Western IOU electric utility company servicing a metropolitan area, for over two years to assist with their patch management needs.

---

FOXGUARD SOLUTIONS COMBINES  
APPROXIMATELY 19 DIFFERENT PATCH SOURCES  
FOR A LARGE MIDWESTERN IOU

---

CASE  
STUDY

MID-WESTERN IOU  
AUDIT SUCCESS



## THE PARTNERSHIP BEGINS

A large mid-western IOU approached FoxGuard Solutions several years ago to help them address their ongoing, mounting burden with patch management. The manual effort to monitor hundreds of software and hardware packages every month is time consuming for critical, technical staff who could be performing other mission critical tasks. This case study will outline some of the key issues and criteria, as well as discuss the solution.

## THE CHALLENGE

This large IOU faces all of the same struggles with patch management as most other electric utilities. The compliance requirements have established rigid standards that must be met. The North American Electricity Reliability Corporation (NERC) Critical Infrastructure Protection (CIP) standards require electric utilities to determine the criticality of their energy delivery systems and provide regular monitoring of these assets to ensure that security patches are identified and installed in a timely fashion. The amount of equipment in generation plants, as well as substations is vast and the task of inventorying and monitoring all of this equipment every 35 days can be a daunting task that takes away from other mission critical tasks. This is where FoxGuard Solutions comes in.

## THE SOLUTION

In 2013, FoxGuard was awarded a US Department of Energy Cybersecurity for Energy Delivery Systems (CEDS) project to “Simplify Patch Management for Energy Delivery Systems”. Over three years was spent creating solutions to aggregate patch information from a variety of Information Technology (IT), as well as Operational Technology (OT) equipment. This project focused on creating several methods to simplify patch management. One of the most popular solutions is our patch reporting products. FoxGuard is able to provide an audit ready report that informs utilities of their security patches, along with supporting vulnerability details from the National Vulnerability Database (NVD), which need to be addressed. As a result of having this aggregated patch information, FoxGuard is able to provide a variety of reports to meet security, compliance, as well as tactical requirements to assist with the monitoring and installation of patches.

## EXCEEDING EXPECTATIONS

FoxGuard works with this IOU every month to ensure we are monitoring the most current installations of their software and hardware. We provide the output in multiple ways to ensure it is consumable and actionable for their team. Additionally, this IOU successfully passed an audit in 2017 with our solution as part of their patch management solution. FoxGuard takes pride in providing security solutions, while simultaneously meeting the requirements for regulatory standards.

---

**FOXGUARD SOLUTIONS  
COMBINES 47 UNIQUE PRODUCTS  
INTO ONE REPORT.**

**SAVING TIME AND RESOURCES.**

---