



LARGE UTILITY CASE STUDY



THE SITUATION

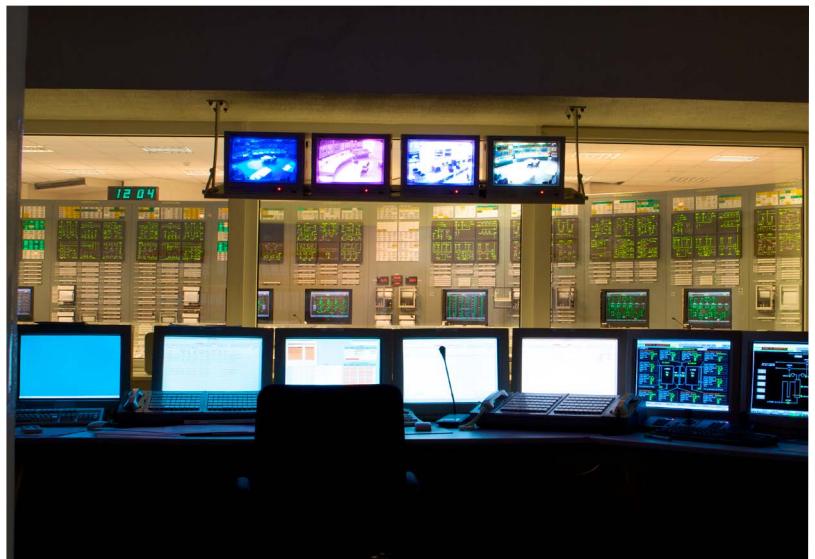
A large utility located in the mid-West contacted FoxGuard Solutions in mid-2015. They were overwhelmed with their burden of supporting patch discovery for nearly 50,000 assets for their 32,700 megawatts of capacity across multiple business units and 50+ generation plants. This utility needed a more efficient and consolidated approach to monthly patch discovery as required by NERC CIP, as well as a way to integrate patch discovery results into their asset management system.

The solution needed to be delivered at least every 35 days, based on the requirements within NERC CIP-007-6 R2.2, R2.3 and R2.4. This utility needed a streamlined way to manage thousands of assets every 35 days and eliminate duplicate work among business units and stakeholders with the same assets. This was no easy feat and they sought creative solutions to this big problem.

THE SOLUTION

FoxGuard Solutions brought over ten years of patch management services to the table to create a custom solution to meet the utility's requirements. An integration solution that linked the customer's asset list provided via the asset management system was created to securely communicate with, as well as link to, the utility's assets to FoxGuard's master patch repository.

We created a hash value (secure, unique identifier) to abstract this critical asset information so that the security of the asset details for the customer were not compromised. We worked closely with the chosen asset management system provider to ensure that asset information could be exchanged back and forth with agnostic identifiers to ensure that the proper information was being researched and reported for the customer's assets.



A monthly schedule was established within the 35 day requirement to ensure the solution is audit-worthy. Additionally, upon further analysis of the customer's assets, several items were determined to be no longer supported by the patch source vendor. The End of Support (EOS) documentation was provided in an industry accepted format to ensure audit documentation is readily available to the customer on those items. Monthly patch details are provided only for the customer's assets - only for those items that are in scope with the compliance requirements.



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EXCEEDING EXPECTATIONS

Asset support and subsequent due diligence is a never-ending task. As a result, FoxGuard and the customer work closely together to consistently monitor for new, changing and/or disabled assets. This involves constant analysis and assessment of supportability of these new items. FoxGuard aims to support as much of the customer's assets as possible.

Additionally, we work to ensure that the integration with the asset management system remains seamless. During the integration process, we were told "your file was flawless" by the asset management system provider. This solution reduces down-time as a result of working through technicalities between the two companies and ensures dependability and reliability of critical patch information.

A representative from one of our utility customers recently said, "FoxGuard has provided a reliable, secure solution for our patch management needs. The integration with our asset management system allows us to better manage the workflow needs surrounding patches. FoxGuard's responsiveness to our needs has provided us peace of mind and allows us to focus on other business needs. We want to grow coverage beyond NERC CIP assets to our non-compliance assets due to the efficiencies gained and time saved with this solution."



"FoxGuard has provided a reliable, secure solution for our patch management needs."

— **Utility Representative**

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