SCADAfence

Logic

How SCADAfence Protects the Water Supply of 42,080 Americans in the City of Hutchinson, Kansas

THE CHALLENGE:

The City of Hutchinson needed to ensure the safety of their residents and the environment as well as the resiliency and dependability of their critical water & wastewater systems. They needed to centrally manage all of their assets dispersed throughout the city. They also needed visibility into their OT networks to look for vulnerabilities, determine if anyone from the outside was trying to access their network, and monitor other potential threats to their SCADA network and industrial control systems.

THE OUTCOME:

The City of Hutchinson gained centralized management of all water & wastewater assets and full visibility into their SCADA network. They also achieved detailed asset monitoring, remote access security, and continuous threat detection - all while receiving collaborative support from experts in OT security. This enabled the City of Hutchinson to significantly reduce their risk on multiple networks and ensure the safety of their water supply and wastewater treatment services for their residents.

Headquarters
Hutchinson, Kansas, United States

Sector
Critical Infrastructure

Industry
Water / Wastewater

City Population:
42,080

EVALUATING THE CITY OF HUTCHINSON'S CYBERSECURITY CHALLENGES

Hutchinson is the largest city in Reno County, Kansas, United States. Serving 42,080 residents, their water production and treatment divisions operate and maintain a reverse osmosis (RO) water treatment center, 20 water wells, 2 booster pump stations, 4 water storage towers, 2 Class I disposal wells, and all of the groundwater remediation facilities.

The city also has a water maintenance division, a sewer maintenance division and a wastewater treatment facility which treats approximately 5 million gallons a day of domestic and industrial wastewater. Securing all water operations in an entire city is a very complex task since the city's assets are dispersed and their teams are siloed.

First, the water wells, pump stations, wastewater treatment facilities, and RO (reverse osmosis) plants are dispersed throughout the city, so all systems need to be centrally managed.
Second, facing the rising threat of cyberattacks against US water treatment systems, the city must remove vulnerable entry points and demonstrate their system is resilient against attack. To do this, they need full visibility into communications throughout the network and must ensure only authorized personnel can access the control system.

> "SCADAfence was really an eye-opener for us because a lot of OT security platforms are not really geared towards SCADA, they're looking more for hijacking people's computers, and it seems like PLC's and the whole SCADA system is something that's really missed by a lot of these OT security solutions. SCADAfence helps us detect who is in our system and what else can we do to identify problems within our industrial network."
>
> **Jeff Roberson**, Network Administrator for the City of Hutchinson, Kansas

FINDING THE RIGHT SOLUTION

The City of Hutchinson worked with their automation partner, Logic, Inc. to implement a system that could monitor critical IT and OT systems on the water production and treatment networks.

During the initial assessment, Logic, Inc. and SCADAfence reviewed the city's overall cybersecurity posture and ability to predict, prevent, and respond to ever-changing cyber threats. Seeing an opportunity to consolidate all of their IT and OT system data into one platform while simultaneously improving their security strength, the city of Hutchinson engaged the Logic team for a proof of concept using the SCADAfence Platform.

The SCADAfence Platform was installed and immediately surfaced anomalous activities. Multiple unauthorized remote desktop protocol (RDP) connection attempts were detected. Computers from outside the network were attempting to make remote connections to systems inside the SCADA network, even though such attempts should have been stopped by the city's firewall.

The City of Hutchinson's security team immediately implemented explicit firewall rules to block RDP traffic, keeping those intruders out of the network.

> *"If it wasn't for SCADAfence, we would not have known of those remote access connections, since we thought we had our firewalls set up correctly, but SCADAfence was able to surface that traffic and then help us to keep the intruders out."*
>
> **Jeff Roberson**, Network Administrator for the City of Hutchinson, Kansas

WORKING WITH THE SCADAFENCE TEAM, THEIR PRODUCTS & LOGIC, INC.

> *"Working with SCADAfence, my goodness, they have been outstanding & they're awesome to work with. They are always working with us on how to use the tool better. There are very few vendors I've worked with that want to make sure you were really using their product; it wasn't just the sale. We're also helping them to further improve their products so we have a great 2-way relationship.*
>
> *Logic, Inc. has also been really great to work with. Their team helped us through some of the problems we've had, their staff has been great to work with, and they're extremely knowledgeable."*
>
> **Jeff Roberson**, Network Administrator for the City of Hutchinson, Kansas

> *"I'm frequently asked how much time an IT admin must allocate toward working with the SCADAfence platform, and I tell people about the City of Hutchinson's experience. Hutchinson's IT staff monitors over 4,000 assets in the platform, and it only takes them a few minutes each day to glance at the dashboard and handle new alerts. That's where the user interface and under-the-hood machine learning sets SCADAfence apart from other systems."*
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> **Clint Schneider**, Sales Engineer, Logic, Inc.

About Logic, Inc.

For four decades, Logic, Inc. has led the automation industry as a regional high-tech distributor of automation hardware and software solutions in the US Midwest. By combining best-of-breed vendors with technical excellence, Logic ensures customers have reliable industrial solutions where and when they need it most.
www.logic-control.com

About SCADAfence

SCADAfence is the global technology leader in OT & IoT cyber security. SCADAfence offers a full suite of industrial cybersecurity products that provides full coverage of large-scale networks, offering best-in-class network monitoring, asset discovery, governance, remote access and IoT device security. A Gartner "Cool Vendor" in 2020, SCADAfence delivers proactive security and visibility to some of the world's most complex OT networks, including the largest manufacturing facility in Europe. SCADAfence enables organizations in critical infrastructure, manufacturing and building management industries to operate securely, reliably and efficiently. To learn more, visit our **website**, check out our **blog**, or follow us on **LinkedIn**.

GET STARTED TODAY
See how the City of Hutchinson uses SCADAfence to achieve these results

See it live