



CASE STUDY

# Safeguarding New Zealand's Power and Telecoms Network

**Trustpower gains full contextual awareness across its entire operational ecosystem.**



This partnership has changed the way we perceive and manage our networks. Nozomi Networks' Guardian R50 fully ruggedized sensors have dramatically improved our security posture and given us insights into our operating environment, third-party suppliers and more.

**MARTY RICKARD** — Delivery Manager, Operational Technology for Trustpower

## Customer Profile

A leading New Zealand power, gas, broadband and phone company

One of the country's largest electricity generators and retailers with over 230,000 customers

## Goals & Challenges

Improve and modernize security posture

Discover what's happening across the entire network

Meet obligation to provide high OT and IoT security in line with government guidelines

## Results

Better visibility across OT/IoT networks

Improved third-party security and relationships by 'breaking down walls'

Gained full contextual awareness of what's happening in the operational environment

# Guardian

## Provides Live Traffic Capture and is Implemented Across the Organization

### **The Challenge:** **Moving Away from Tradition to Cut Through the Noise**

Energy generators and retailers in New Zealand and across the globe are under pressure to increase the reliability and resiliency of their systems. The same goes for broadband and telecommunications companies. Trustpower is all of these things and more, and its cybersecurity requirements reflect this.

### **The company has:**

- 230,000 customers in New Zealand
- 30 hydro power stations across 19 hydroelectric power schemes
- Over 700 staff

Put simply, a cyber incident could severely impact the company's security posture and resilience. And the impact goes well beyond Trustpower to include its intricate supply chain, a common vulnerability for large organizations.

### **Trustpower's Goals: Improved Visibility, Awareness and Control**

Trustpower had already invested heavily in its security systems, with considerable focus on areas such as prevention and firewalls. But this traditional approach to cybersecurity offered little-to-no visibility into what was really happening in the network.

As Trustpower continued to grow, digitize and add more to its operational environment, this lack of visibility became an even greater issue. Trustpower decided to take a new approach to cut through the noise.



Cybersecurity – like cybercrime and the threat landscape – needs to continually evolve. Companies need visibility into their networks, awareness of who has access and to what extent, and collaboration with suppliers to ensure that the whole supply chain is protected. Advanced OT IoT visibility and security technology is essential to achieve this.

Andrea Carcano — Co-founder and Chief Product Officer, Nozomi Networks

# Guardian Ruggedized Sensors

## Built for Fast & Easy Deployment in Harsh Environments

### Guardian: From Trial to PoC to Full Rollout

In a competitive bidding process, Nozomi Networks proved its worth by demonstrating its Guardian R50 solution in a lab environment. There, it was able to capture live traffic and show instant insight and improvement.

No other provider operating in New Zealand could match Nozomi Networks' deep asset discovery and operational visibility. This led to the rollout of a Proof of Concept (PoC) trial in one of Trustpower's sites.

The solution was put through its paces, taking on up to five times its node capacity. Under high volume conditions, it was

still able to identify and track what was happening in the company's operational environments. Trustpower quickly realized that it needed to roll out the solution across all of its sites to gain a full understanding of what was on its networks and how devices were communicating.

Not only did Guardian automatically create a detailed asset inventory, it identified various vulnerabilities and anomalies across the company's communications links. Much needed upgrades and patches to Trustpower's OT were no longer a mystery and Trustpower gained better context and analysis across its operational environment.

### The Results: Better Visibility, Security and Relationships

Guardian has simplified and automated Trustpower's OT/IoT visibility and cybersecurity. The company now comfortably meets government guidelines on OT and IoT security.

It has even improved its third-party relationships by sharpening mutual security practices and breaking down walls that could have left the supply chain vulnerable.

#### Tangible benefits include:

- Full visibility and monitoring across Trustpower's entire ecosystem of sites and business divisions.
- A deeper understanding of anomalies, vulnerabilities and potential threats.
- Automatic real-time notification of industrial events of interest, including alerts triggered by custom-designed rules and constraints.
- Traffic analysis for current and future investigations thanks to Guardian's unique features.



From the initial engagement, implementation, ongoing support, build quality and everything in-between, Nozomi Networks has been a game changer for our business. One of the most positive experiences we've had working with a technology vendor and the results speak for themselves.

Matt van Deventer — Head of Technology, Trustpower

# The Nozomi Networks Advantage

## Securing the World's Largest Organizations

Accelerating your digital transformation by reducing cyber risk.

## Unifying Cybersecurity Visibility

Innovating visibility and threat detection across your OT, IoT, IT and cyber-physical systems.

## Partnering to Accelerate IT/OT Convergence

Deeply aligned with the OT, IoT and IT partners you trust.

## About Trustpower



Trustpower is a New Zealand-based utilities company that provides power, broadband, phone and gas. Trustpower owns and operates 38 hydro power stations across 19 hydroelectric schemes, with a strong focus on sustainable generation. For more information on Trustpower, visit: [trustpower.co.nz/getting-to-know-us/our-history](https://trustpower.co.nz/getting-to-know-us/our-history).

## Nozomi Networks

### The Leading Solution for OT and IoT Security and Visibility

Nozomi Networks accelerates digital transformation by protecting the world's critical infrastructure, industrial and government organizations from cyber threats. Our solution delivers exceptional network and asset visibility, threat detection, and insights for OT and IoT environments. Customers rely on us to minimize risk and complexity while maximizing operational resilience.