



# Regional Electric Utility Secures Power Generation and Management with Xage Security

## Overview

A major regional utility provider delivers essential power and water services to millions of residents in the United States. As one of the larger utility organizations in the South Central region, uninterrupted service and safety are mission-critical—making cybersecurity a continuous priority.

This case study explores the utility's specific security and compliance needs, their selection of Xage Security's Zero Trust Secure Remote Access platform, and the outcomes of this deployment.

## Challenges and Requirements

The utility sought an advanced secure remote access (SRA) cybersecurity solution for employees and third-party partners that would ensure safe access to critical infrastructure. They required SRA, secure file transfer, and granular access control for operational technology (OT) assets. The solution also needed to support strict regulatory compliance requirements such as NERC CIP.

They additionally sought to improve user experience for employees and contractors. Their legacy setup involved complex configurations, multiple jump-box authentications, and unnecessary friction. A key requirement for the new solution was streamlined authentication—including support for multiple Active Directories (AD) and token-based multi-factor authentication (MFA).

Regulatory compliance to NERC CIP requirements remained central to their decision, and they needed a solution that would simplify audits and provide clear, identity-based access logs.

## Headquarters

United States

## Industry

Electric Utilities

## Key Takeaways

- Utility deployed Zero Trust Secure Remote Access for OT systems, replacing VPN dependency
- Improved user experience with simplified authentication, multi-AD support, and MFA
- Enhanced regulatory posture with identity-based access logs and streamlined NERC CIP compliance
- Chose Xage for on-premises deployment flexibility, OT suitability, and secure file transfer capabilities

**Did you know?** Xage secures the entire energy lifecycle – generation, transmission, and delivery. Discover how organizations in [oil and gas](#), [renewable energy](#), and [utilities](#) utilize Xage's Zero Trust identity-based solutions.



## Competitive Landscape

The utility had previously implemented a separate secure access solution for IT environments and initially considered expanding it to cover OT environments. However, its requirement for cloud hosting eliminated it from consideration for OT operations. The organization instead preferred an on-premises solution closer to the assets to avoid any security gaps during connectivity outages.

## Outcomes

The utility selected Xage Security for its ability to deliver secure OT asset management through secure remote access, secure file transfer, and granular access controls. Xage was integrated into their critical infrastructure and deployed on-premises, with the flexibility to expand into private or hybrid cloud environments in the future. Other SRA solutions did not meet their requirements for on-premises deployment and NERC CIP regulatory compliance.

A VPN solution had been used previously as a temporary measure, but the utility sought to eliminate the cybersecurity risks associated with VPN access into critical environments. Xage provided a rapid, seamless path to Zero Trust-based secure remote access that eliminated the need for the VPN. Users now benefit from simplified authentication and improved operational efficiency, and administrators report fewer help-desk issues.

Xage also helps simplify NERC CIP compliance by offering easy auditability of identity-based access logs, including on devices that traditionally rely on shared credentials.

The decision to adopt Xage Security received broad internal support, including from executive leadership, and has since enabled the utility to enhance its overall cybersecurity posture, streamline operations and improve the user experience, ensure both internal and regulatory compliance, and maintain the high-quality service its communities rely on.

### How Xage Helps with NERC CIP Compliances

Xage Security helps support NERC CIP compliance by delivering a unified Zero Trust security platform tailored for utility operational-technology (OT) environments. The solution provides identity-based access control, MFA, segmentation, secure remote access, privileged access management (PAM), policy automation and robust logging — covering many of the controls required under the CIP standards.

By consolidating these functions into a single platform rather than a patchwork of point tools, Xage reduces complexity and operational burden. That helps even smaller or resource-constrained co-op and municipal utilities meet stricter CIP requirements (including control of low-impact assets, vendor remote access oversight, secure patch management, supply-chain scrutiny, and tamper-resistant audit trails) efficiently and reliably.