



## Leading Pulp & Paper Company Overcomes Operational Technology (OT) Remote Work Challenges

PAS alarm management and cybersecurity solutions enable secure, safe operations in the new remote operations era

### About the Company

A market-leading maker of tissue, pulp, packaging, and building materials is transforming the way it works in response to digitalization, globalization, evolving safety and environmental mandates, and a changing workforce.

### Challenge

Executives at the company knew past success does not necessarily equal future success. In the face of near-constant industry disruptions, company leadership prioritized innovation, agility, and resilience as essential. To transition from a remarkably successful 20th century manufacturing business to a successful 21st century knowledge-based company, digital transformation was required. This included enabling remote operations to improve mill efficiency, safety, and productivity, as well as assessing risk and improving plant cybersecurity.

However, digitally transforming the company, enabling remote plant operations, and ensuring the security of OT assets was not without its challenges. Some staff questioned the viability of digital transformation and remote operations. Others expressed concerns about the increased cyber risks the transformation would likely bring.

Then came COVID-19.

As an essential business, the company needed to protect the safety of its employees, ensure reliable operations, and rapidly increase plant production to meet a spike in demand for paper goods during a global pandemic. At the same time, continuing to progress their corporate digitalization transformation initiative remained a priority to ensure long-term competitive advantage.

### Business Benefits:

- ✓ Safely increased production in response to sudden market changes despite plant physical access limitations
- ✓ Increased operational reliability via centralized, multi-vendor configuration management
- ✓ Improved engineering efficiency and cyber risk management
- ✓ Enhanced competitive advantage through unified visibility and secure, anytime, anywhere access to data



## Solution

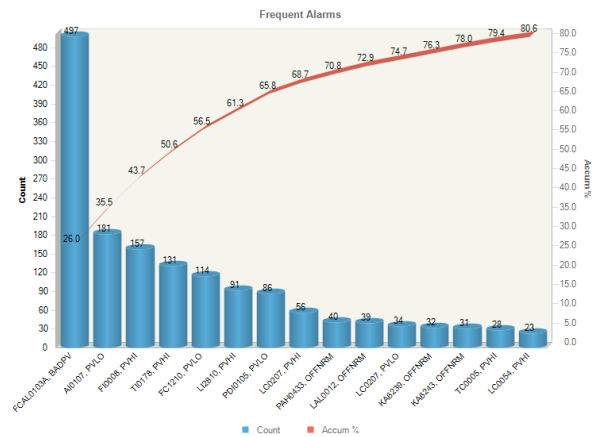
Based on the progress with existing digitalization and remote operations initiatives, when COVID-19 struck, the company was able to quickly respond and leverage their existing PAS solutions to increase production safely and reliably.

PlantState Integrity™ enabled engineers — many of whom were suddenly working from home — to continue to access data required to ensure safe, reliable operations. Engineers could review operator changes to critical settings, such as reconfiguring control loops or shelving or disabling alarms, as well as quickly identify process anomalies and address nuisance alarms, without direct physical access.

Automation Integrity™ provided centralized multi-vendor control system configuration visibility. Engineers could view existing control system configurations, analyze planned and unplanned configuration changes, and detect and troubleshoot configuration issues remotely and efficiently, without logging in to multiple systems.

OT cybersecurity specialists plan to deploy Cyber Integrity™ to obtain an automated, accurate view of all major OT and IT assets and their associated cybersecurity risks — a crucial requirement due to increased malicious cyber activity.

Remote operations capabilities provided by PAS solutions enabled the company's operational staff to demonstrate resilience in the face of COVID-19 and preparedness for future operational challenges. Prior digitalization investments were validated, and digitalization and remote operations sceptics within the company were able to see how the future of paper goods manufacturing will be more digital, automated, and efficient.



## About PAS

PAS, the OT Integrity company, delivers software solutions that prevent, detect, & remediate cyber threats; reduce process safety risks and optimize profitability; and enable trusted data for decision-making. PAS helps industrial organizations Ensure OT Integrity including 13 of the top 15 refining, 13 of the top 15 chemical, 4 of the top 5 pulp and paper, 3 of the top 5 mining, and 7 of the top 20 power generation companies.

For more information, visit [www.pas.com](http://www.pas.com).