



Client

Louisville Water Company

Louisville Water Company has been providing safe, high-quality drinking water to the Louisville Metro area since 1860. Louisville Water serves nearly one million customers in Louisville and across 6 neighboring counties. Their water was coined Louisville pure tap and was named the “best-tasting tap in America” by the American Water Works Association in 2008. Louisville Water’s mission is to continue to distribute excellent water and services, earning the trust of their customers.

Challenge

Like many organizations, Louisville Water had security positions and initiatives that were difficult to staff and achieve given the high demand and limited supply of cybersecurity expertise. Louisville Water has advanced IT architecture and is charged with protecting critical public infrastructure. This makes Louisville Water an attractive target to nation-state actors who might wish to sabotage or extort a vital public utility. It’s cybersecurity posture is periodically audited by regulatory agencies. With millions of customer records and employee data, Louisville Water is routinely targeted by garden variety criminals who seek access. Louisville Water has made significant investments in tools and applications to protect the business. Like many organizations, it saw the need to invest in technologies which increase visibility and forensics- including processes and personnel to improve mean-time remediation. As a result, Louisville Water decided to focus their efforts on controls, applications, and processes to provide visibility/alerting when attacks happen, as well as forensics for root cause analysis.

“ We have an outstanding relationship with the Volta team, and they have been very productive with implementing new solutions and hardening our security posture. We feel very comfortable communicating with their team, and they have been very reliable and quick to respond to problems. They have helped us make great strides toward remaining compliant. Volta has also helped us detect and mitigate threats and vulnerabilities before they can become an issue.”

-Laura Armistead
Technical Operations Manger

Solution

Volta established a Software-as-a-Service model for security and network devices in Louisville Water's environment by implementing solutions for Security Information and Event Management (SIEM), Security and Network Device Management (SDM), a Vulnerability Assessment System (VAS) and a 24x7x365 Security Operations Center (SOC). Volta has become an extension of the Louisville Water team and routinely coordinates with their IT architects in storage, compute/sysadmin, application development, database administration, and networking to gather visibility and provide security guidance based upon agreed methods of procedure.

Implement:

- + Install and configure Incinga, OpenVAS, ElasticStack, and SIEM SaaS in Louisville Water's environment.
- + Provision all security and network devices for monitoring in Incinga.
- + Conduct monthly Vulnerability Assessments (VA) and address VA-derived gaps.
- + Devise and document workflows.
- + Provide continuous monitoring and security management of Linux servers.
- + Provide agent-based solutions for servers and desktops to feed monitoring.
- + Provide training and awareness to users and administrators.

Deliver:

- + Device and policy configuration for all security assets.
- + Security dashboards for failed logins, scanning, recon, connection and bandwidth anomalies, malware infections, intrusion preventions, signature matches, C&C activity, lateral spread behaviors, DNS.
- + Management dashboards to monitor device health by CPU and memory, configurations changes, reboots, system up/down, link up/down.
- + Web policy and email policy violations reporting.

Results

Since engaging Volta to implement managed services for security and network devices, Louisville Water has experienced a 40% cost reduction along with an improved security posture and increased effectiveness. Volta's security practice established a methodology and provided an economy of scale which spared Louisville Water the cost of buying supplementary tools and licenses or training people to deploy and operate them. This managed service freed Louisville Water's staff to focus on more strategic departmental objectives and new business initiatives.

Louisville Water Company has improved the protection of their assets and data through working with Volta, while also gaining more insights into the current state of their environment. Louisville Water now has a more effective security architecture for a lower cost, with better visibility, protective alarming, event management, monthly vulnerability assessments and continuous monitoring 24x7x365- all installed and supported by Volta.

About Volta

We make your job easier by providing IT support, data center solutions, and managed services, on-prem or in the cloud.

Focus On Value

We excel in helping our clients to get the right solution for their needs, which often ends up saving them money and time. Our expertise and our commitment to get it right the first time keep our clients coming back to us.

Long-Term Relationships

At Volta, we want to earn your business for the long-term. We have maintained many of our client relationships for over a decade. Both sales and technical resources are as welcome in many of our clients' data centers as if they were coworkers. When something goes wrong, our people are right there with you, even in the wee hours, until the problem is resolved.

Wide Vendor Portfolio

Because of our strong client relationships we often have manufacturers requesting that we rep their solutions. We only take on new relationships when they are in the best interest of our clients.

IT Service Management Certified

Volta requires that all our engineers become ITIL certified.