From Audit to Assurance:

Pixelle's OT Security Triumph with TXOne Security Inspection

The Situation

Pixelle Specialty Solutions is one of the largest and fastest-growing manufacturers of specialty papers, which their customers around the world use to make hundreds of products we see every day, from food containers to books to playing cards. The operation consists of four paper mills in Pennsylvania, Ohio, and Wisconsin, with a mix of modern and legacy industrial control systems (ICS) from different providers.

Until recently, like many companies with OT networks, Pixelle had invested little in OT security simply because attacks were uncommon and the expense was unwarranted. But as OT threats began to rise, cybersecurity insurance companies became more interested, including Pixelle's.

"Our insurance company provided security requirements and a weighted rating system during their annual audit", said Pete Long, IT/OT Efficiency Manager at Pixelle. "That weighting is applied to how well the customer satisfies various risk assessments, which is then used to determine their premiums."

Two specific items Pixelle's carrier wanted to see where plans for access management and patch management. The objective was to protect systems that are not regularly patched and to secure systems that don't have an antivirus installed.

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Pete Long
IT/OT Efficiency Manager, Pixelle

" *TXOne was in constant communication early on, making sure we had everything we needed, ready to provide any assistance.*"

Customer Story

The Solution

As part of the insurance audit, TXOne's Portable Security Inspection device, TMPS3 Pro, was tested and proved instrumental in addressing those issues.

Mr. Long, whose role includes acting as a liaison between IT and OT security teams, had started reading about TXOne's portable security USB inspection devices and found their installation-free virus scans, support for air-gapped devices, and daily update capabilities appealing.

"I realized they would meet our insurance carrier's key requirements for access and patch management," he told us. He was correct. "We explained to the insurance company what the portable security devices did and how they worked. And they basically said, 'Well, that satisfies our requirements,' and they checked them off," Mr. Long said.

The Access and Patch Management Program

The Access Management program addressed several key issues, such as implementing policies and procedures to prevent unauthorized devices from connecting to the ICS while connected to the IT network.

Using TXOne's Portable Inspector, Pixelle was able to:

- Implement pre-connection device scans to verify all antivirus software is up to date
- Enforce the use of secure storage on the Portable Inspector Pro device instead of removable devices
- Scan vendor laptops before connecting to any ICS

As part of the Patch Management program, the carrier needed to see protective measures to address known vulnerabilities in legacy ICS equipment. Using TXOne's Portable Inspector, Pixelle is able to scan all nodes that cannot receive Windows updates and ensure that alternative antivirus solutions are in place.

The Result

Pixelle's test of TXOne's Portable Inspector device successfully proved it was able to meet their insurance company's requirements for Access Management and Patch Management programs.

Implementation was simple and straightforward. Mr. Long "went through it real quick" with their Process Automation Manager, who did the same with his team. "It's fairly intuitive," he said. "If it's complex, it sits on the shelf." And with the TMPS3 Pro version, Pixelle had secure storage and file transfer capabilities in addition to virus scanning.

Not Just a Device

TXOne's professional support was important to Pixelle as they tested and deployed the Portable Inspector device. "TXOne was in constant communication early on, making sure we had everything we needed, ready to provide any assistance."

Securing Pixelle's OT Network

At Pixelle, OT cybersecurity isn't just about keeping insurance premiums in check; the priority is protecting their industrial control systems and keeping operations running.

The process automation department saw the value," Mr. Long said. "Undisrupted production of product is critical to the success of any company. Not to mention the time and expense required to service or replace costly equipment because malware made it unserviceable."

Learn how you can enhance your security efforts with TXOne's security inspection devices

About TXOne Networks

TXOne Networks offers cybersecurity solutions that ensure the reliability and safety of industrial control systems and operational technology environments. TXOne Networks works together with both leading manufacturers and critical infrastructure operators to develop practical, operations-friendly approaches to cyber defense. TXOne Networks offers both network-based and endpoint-based products to secure the OT network and mission-critical devices using a real-time, defense-in-depth approach. Learn more at www.txone.com.