Heimdal®

Elevating Cyber Resilience Across Energy Operations

Kungälv Energi has enhanced its cybersecurity posture through a strategic MXDR partnership with Heimdal.

Case Study - Energy Sector, Utility

CHALLENGES

- **Nearing End-of-Life Security Solution:** Kungälv Energi's existing antivirus and Endpoint Detection and Response (EDR) solution was approaching its end-of-life, necessitating a search for a replacement.

- **Protecting Field Staff:** A critical factor in choosing a new solution was the need to protect field staff who operate outside the office network, specifically requiring protection connected to the DNS for Endpoint.

- **Manual Patch Management:** Patching for WSUS (Windows Server Update Services) and third-party applications was performed manually, leading to insufficient visibility into which systems were patched.

- **Managing Local Admin Rights:** They needed to address the challenge of removing Local Admin rights on endpoints while retaining the ability to grant privileges precisely when required without leaving systems in a constantly vulnerable state.

- **Fragmented Security Management:** Managing security solutions spread across multiple portals was cumbersome and inefficient.

KUNGÄLV energi

ABOUT KUNGÄLV ENERGI

Kungälv Energi is a Swedish energy company incorporated in 1962, operating within the Electrical installation industry. Its headquarters are in Kungälv, Sweden. The company provides critical services, including electricity network services.

SOLUTION

To meet its operational and security needs, Kungälv Energi adopted Heimdal's unified cybersecurity platform, deploying several key components:

- **Remote Desktop:** Enables security to secure internal support sessions, which helped consolidate management and eliminate the need for multiple providers.

- **Next-Gen Antivirus & Firewall:** Provides advanced defense against modern cyber threats like ransomware, malware, and hidden backdoors through a multi-layered detection system.

- **DNS Security - Endpoint:** Filters network traffic at the endpoint level, blocking access to malicious websites and phishing domains before threats can compromise devices.

- **Patch and Asset Management:** Automates the process of updating operating systems and third-party applications, reducing vulnerabilities and streamlining IT workload.

- **Privilege Elevation and Delegation Management:** Allows for the controlled management of user privileges, enabling the principle of least privilege and reducing the risk of unauthorized access or lateral movement within the network.

- **Managed Extended Detection and Response (MXDR):** Provides a comprehensive, outsourced security solution with 24/7 monitoring, threat detection, investigation, and rapid response capabilities delivered by security experts.

RESULTS & IMPACT

Using Heimdal has provided significant benefits for Kungälv Energi:

- **Consolidated Management:** Consolidating multiple security capabilities into a single platform has been extremely beneficial, offering better control and fewer interfaces to manage.

- **Improved Patching Visibility:** Automated patch management replaced manual processes, leading to improved visibility into patched systems.

- **Effective Privilege Control:** The ability to grant privileges precisely when needed while removing default local admin rights has been highly effective.

- **Enhanced Security Posture:** The MXDR team's immediate response to alerts has significantly increased the feeling of safety and security, saved time and improved overall security by relying on experts for analysis

- **Excellent Support:** The support received from both the MXDR team, and the standard support team was excellent, providing prompt, helpful responses and strong recommendations.

CONCLUSION

Kungälv Energi is very satisfied with Heimdal and has expanded their use by adding several modules. Albin Björklund would absolutely recommend Heimdal to industry colleagues.

> *"The consolidation has been extremely beneficial for us, and the pricing has also been very favorable-both of which are critical factors."*
>
> **Albin Björklund,**
> System Administrator, Kungälv Energi

WHY HEIMDAL FOR ENERGY & UTILITY SECTOR

Organizations in the Energy Sector and Utility industry face increasing pressure to modernize IT systems while defending against evolving cyber threats, often with limited internal resources. Heimdal delivers a unified platform designed for operational resilience, regulatory readiness, and stretched IT teams.

- **Purpose-Built Protection:** Heimdal defends networks from phishing, ransomware, and endpoint threats.

- **Supports Regulatory Frameworks:** The platform helps meet various industry standards through automated tools and auditable policies.

- **Operational Continuity:** : Real-time threat prevention, ransomware defense, and secure remote access help maintain vital services without disruption.

- **Unified Platform, Lower Workload:** A single dashboard to manage security reduces tool sprawl and enables faster response.

- **Scalable & Budget-Conscious:** Heimdal is flexible enough for organizations of any size, providing maximum protection without the cost of complexity.

- **Outstanding Product Quality and Support:** Kungälv Energi highlights the outstanding product quality and support as exactly what they look for in a partner.

- **Continuous Development:** Heimdal shows a commitment to continuous development, always pushing forward on the security front.

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