How Kaseware Helped Avangrid Achieve a Unified, Efficient, and Award-Winning Security Program

2024

Executive Summary

Avangrid, a leading sustainable energy company, sought to modernize and centralize their threat and risk intelligence and security operations. Kaseware's innovative investigative case management software provided the perfect solution, offering flexibility, integration, and in-depth data visualization for reporting and insights. This partnership not only streamlined Avangrid's ability to allow intelligence to guide operational decisions, but was also an instrument to their team earning the prestigious CSO50 award for their exemplary security management and collaboration efforts.

The Background

Avangrid is a leading sustainable energy company that operates in the critical infrastructure sector. With a mission to provide safe and reliable energy, Avangrid faces unique challenges due to the highly regulated nature of the utility industry. This demands an innovative and adaptable approach to security management.

Avangrid is based in Orange, Connecticut, serving a population of 3.3 million electric and natural gas customers across the northeast and operating renewable energy facilities in 24 states. As a company with over $46 billion in assets, managing communication and data across physical and cyber security teams is challenging.

24 STATES

3.3 MILLION CUSTOMERS

$46 BILLION IN ASSETS

The Challenge

After using an internal database to manage investigations, in 2021 Avangrid started the search for a more comprehensive investigation and security management solution.

Prior to adopting Kaseware, Avangrid faced significant challenges in their intelligence and security operations. Their **processes were fragmented**, with data scattered across spreadsheets and emails, leading to inefficiencies and communication gaps among their physical security and threat and intelligence teams. This lack of a centralized system made it difficult to share information effectively, keep collaborative records of site inspections, and provide a local for data that was accessible to the entire enterprise.

The need for modernization was evident. Avangrid required a solution that could consolidate various security processes into a single, centralized platform. This platform needed to be:

- **Flexible** enough to integrate emerging technologies, such as AI, drones, and Geographic Information System (GIS) map data.
- **Robust** enough to handle the extensive data generated by their intelligence and operations departments.
- **Adaptable** to Avangrid's highly regulated environment and meet compliance requirements seamlessly.

Avangrid's search for a solution involved a competitive selection process. They evaluated multiple systems, including previously used databases and less adaptable platforms. Requirements included easily intuitive user interfaces and robust training, as they needed a system that their diverse team could quickly adopt. Ultimately, Avangrid needed a partner who understood the complexities of their industry and could provide a customized, effective solution.

The Solution

With innovative technology combined with founders who were former FBI Special Agents and team members with years of in-depth security expertise, Kaseware stood out to Avangrid. The platform's **flexibility, ease of integration, and data visualization** capabilities were key factors in their decision. Kaseware's ability to customize dashboards and reporting tools also ensured that Avangrid could quickly share their missions' objectives and results with leadership.

The implementation process began in May 2022 and was completed ahead of schedule by October 2022. Kaseware's team provided exceptional support throughout the transition, ensuring a smooth migration to the new system. The overall process exceeded expectations, thanks in large part to the responsiveness and dedication of the Kaseware team.

The system allowed for seamless information sharing across five teams, improving communication and reducing silos.

The ability to perform onsite inspections using tablets streamlined fieldwork and enhanced data capture for security purposes.

Kaseware's integration capabilities allowed Avangrid to incorporate emerging technologies, further enhancing their security operations.

The Results

The impact of Kaseware on Avangrid's threat and risk intelligence and security operations has been profound. Phil Marchese, Program Manager of Emerging Technologies at Avangrid, praised Kaseware for their support, creativity, and patience. He highlighted how Kaseware's platform had become **a single source of truth** for their security data, enabling more effective communication and strategic decision-making across teams.

The introduction of Kaseware also significantly improved Avangrid's reporting capabilities. What once took hours or days to compile manually in spreadsheets could now be done in minutes, with data automatically captured and visualized in the system.

With 17 active dashboards, Avangrid is a top user of Kaseware's reporting features.

17 ACTIVE DASHBOARDS

This efficiency not only saved time but also allowed Avangrid to provide more compelling narratives to their corporate security stakeholders, highlighting the value of their investments.

Kaseware's platform also brought greater accountability and visibility to Avangrid's threat and intelligence landscape. By centralizing data and providing real-time insights, the system helped identify process gaps and areas for improvement, allowing for more effective and efficient operational decisions. This newfound transparency fostered a culture of continuous improvement and enhanced security across the organization and beyond.

Avangrid's Manager of Intelligence and Incident Response, Robert Antonellis, credited Kaseware for their role in the company's CSO50 award win

Beyond the teams at Avangrid, using Kaseware has led to collaboration between Avangrid and local law enforcement as well. Avangrid partnered with a state fusion cell, also using Kaseware, to share security intelligence and data. The partnership resulted in increased speed of data sharing and identification of threats.

As a result, Avangrid's security team won a CSO50 award. The CSO Awards recognize organizations that demonstrate outstanding business value and leadership when it comes to security initiatives.

"Kaseware was a key partner in this project and it would not have been possible without their support, creativity, and patience. Kaseware took the time to have conversations with Avangrid and our fusion cell partner to understand what we wanted to do, why, and how they could protect sensitive data. Kaseware also suggested ways we could further mature the project in the future and process and visualize data for stronger analysis."

— Robert Antonellis, Manager of Intelligence and Incident Response

Read the full story

Avangrid Earns Security Award for State Fusion Cell Partnership

CSO Award from Foundry's CSO honors organizations with outstanding security projects and initiatives

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The Future

Looking to the future, Avangrid plans to expand their use of Kaseware beyond corporate security to include cyber security teams at substations and renewable energy sites. The ongoing partnership between Avangrid and Kaseware promises to bring even greater innovation and efficiency to their security operations, ensuring the safety and reliability of their critical infrastructure for years to come.

KASEWARE

Clarify the Complex

One system to connect investigative teams and tools to identify, uncover, and protect

Backed by Expertise

Founded by former FBI Special Agents our platform is continuously guided by former law enforcement and security professionals.

Consolidate to One System

Collect, analyze, and connect information and people working an investigation in a single place, for a single pane of glass view.

Highly Configurable

Modify the platform to your unique workflows and processes to maintain compliance, avoid mistakes, and make connections.

Schedule a Demo

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