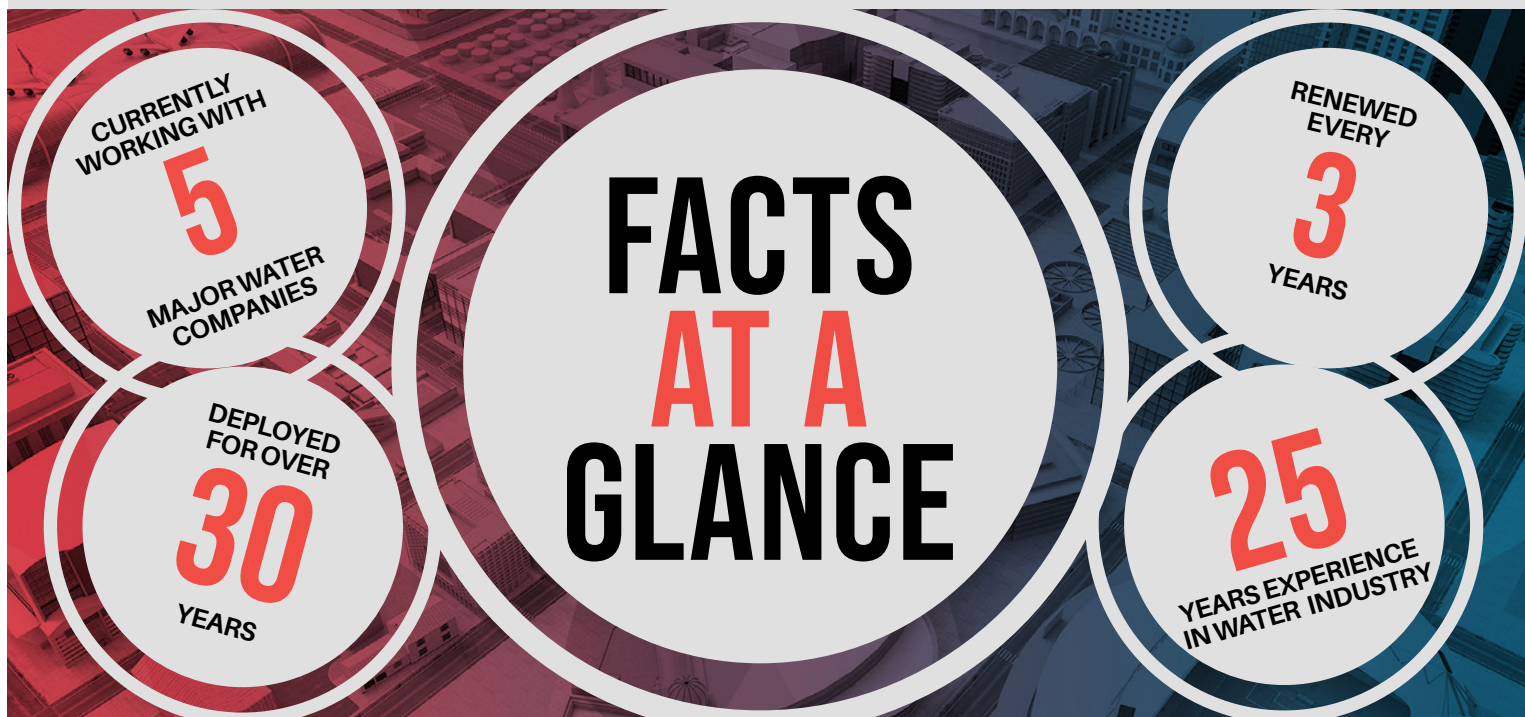


CASE STUDY - WATER INDUSTRY

Safeguarding the Water Industry with Pointer and Cortech Developments

Summary

Pointer and Cortech Developments have established a robust partnership dedicated to protecting the critical infrastructure of the UK water industry. Leveraging combined expertise and commitment to rigorous standards, they address the most significant threats to ensure the security and reliability of the nation's essential water services. This case study delves into their collaborative efforts and the impact of their integrated security solutions in safeguarding this vital sector.



Working with Water

Pointer's extensive experience in the water industry spans 25 years. Currently working with five major water companies across the UK, they specialise in designing, installing, and integrating security and fire systems, along with providing ongoing maintenance and health checks. The dedicated team is available around the clock, ensuring prompt engineer dispatch to safeguard these essential services.

Pointer's approach to security systems in the water industry begins with a thorough understanding of the water treatment process, allowing them to pinpoint vulnerabilities accurately. This knowledge is crucial during the design phase of projects. Jonathan Forde, Pointer's Design and Proposals Manager, emphasises.

"Understanding the treatment process from source to tap is integral to providing our water clients with the correct level of protection. In addition, each water authority has their own standards which must be taken into consideration in conjunction with the overarching industry standard for installations - WIMES (Water Industry Mechanical & Electrical Specifications). From the beginning of the process at the raw water storage/ intakes to the final point of the process at treated water service reservoirs where potable water is stored, there are multiple points where assets can be breached or attacked, and contaminant introduced into the supply. It's also worth mentioning that depending on the risk level identified from a specific WTW, Pumping Station or Treated Water Tank, the level of security can be increased as the asset is deemed to have a higher threat level if an incident were to occur.

Innovative Solutions with Datalog

Leading British manufacturer of software integration solutions, Cortech's, core Datalog, allows flexible monitoring and control of cameras and alarms from any workstation. It provides live and recorded images of incidents, enhancing verification, situational awareness, and consistent security across sites. Jason Blundell, Head of Sales for Cortech, explains: "Cortech have been successfully deploying and delivering our solutions to the water industry for over 30 years now. Datalog has enabled the creation of centralised command and control room solutions to integrate their high security infrastructure regardless of location, resulting in improved situational awareness and operational consistency across all sites."

Upholding High Technical Standards

At design stage and at delivery stage on-site, Pointer adhere to WIMES (Water Industry Mechanical and Electrical Specifications) standards. WIMES, a collaborative project by the Pump Centre, establishes common mechanical and electrical specifications for the UK water industry. These standards ensure our installations are safe, facilitating seamless collaboration with other contractors on site.

All Pointer engineers are equipped with up-to-date water hygiene certifications and undergo specific site training as required by our customers. In addition, the engineers have valid Datalog training certifications, which are renewed every 3 years to ensure they are staying up to date with the new features, capabilities, and functions of the system, while also discovering and keeping pace with new 3rd party technologies.

During the configuration and installation phase of any project, Pointer's engineers have prioritised direct access to Cortech's Technical Support resources, for any additional assistance needed. As long as the water site maintains a valid support contract, Pointer and Cortech will provide timely and high-quality support, ensuring a quick response to any issues that arise and optimising efficiency.

Pointer also offers a comprehensive suite of services, including Hatch Protection, IP Video, Access Control, Fire Detection Systems, Fire Suppression Systems, Intruder Detection Networks, Intercoms and so much more. Their extensive experience ensures optimal use of physical security measures. Being brand agnostic, they consistently select the best products for each unique job.

Addressing Industry Threats

The water industry faces numerous threats, including vandalism, theft, and the growing risk of cyber-attacks due to increased automation and connectivity. A document from the Department of Environment, Food and Rural Affairs highlights the Water Sector Cyber Security Strategy, stating: "A number of threat actors including terrorists, hackers, criminals and foreign intelligence services can use cyberspace as a means to exploit vulnerabilities and cause damage.

This could manifest itself in a number of ways, including through the disruption of water supply or affecting the quality of the water supply. Technological developments have increased the attackers' reach and made their identification more difficult."

At Pointer, they take these threats to Critical National Infrastructure seriously, implementing robust measures to safeguard the nation's water supply. Pointer are also experienced in working within other CNI sites including power.

To offer the best-in-class solution to the end user in the water industry, Pointer needed to choose, not only a software partner who can integrate all the different security elements together seamlessly, but also one whose software makes the whole process user friendly whilst providing another layer of protection to the site.

More about Cortech Developments

Cortech Developments are a leading British manufacturer of software integration solutions for smarter building, fire and security systems and have been providing their solution to the UK water industry for over 20 years. With accreditation such as ISO 9001, ISO 27001, Cyber Essentials, Carbon Neutral and Made in Britain, they take the need to establish and maintain the very highest of standards within our industry very seriously are

committed to mitigating risk to not only their business, but the organisations they work with as well. Their core product, Datalog, offers a unified solution for controlling and monitoring water infrastructure systems, including, but not limited to, Access Control, Data Monitoring, CCTV, Fire Detection, Intercom, Intrusion Detection, Perimeter Security, Hatch Protection, Site Alarms, and other emerging technologies. A modular software suite designed to integrate and streamline the management of diverse systems into a centralised graphical user interface. This integration not only simplifies operations but also enhances situational awareness and accountability while reducing risks and operational costs.

With Datalog operators in the water industry operators can maintain consistent security levels across extensive and remote sites, providing improved visibility and response to potential threats.

A partnership our customers appreciate

For over 25 years, Pointer and Cortech have collaborated on numerous projects, consistently delivering solutions that exceed customer expectations. This partnership even extends beyond water sites. Pointer's journey from a Gold Partner to one of only two Platinum Plus partners with Cortech is a testament to their technical expertise and success in deploying Cortech's Datalog solutions at scale. This prestigious status is awarded to companies demonstrating deep technical proficiency, validated through multiple partner program assessments, and success with a significant number of end users.

Pointer has proven its dedication to quality through investments in third-party accreditations such as ISO9001, ISO 27001, and Cyber Essentials Plus. These certifications, among others, ensure their engineers are equipped with the latest training in system configuration, installation, and maintenance, enabling them to deliver best practice solutions consistently.

The strength of the Pointer-Cortech partnership is further solidified by their shared core values. Platinum Plus Partners, like Pointer, exemplify the highest levels of customer satisfaction and outcomes. Additionally, those awarded Platinum Plus status have demonstrated a commitment to environmental sustainability by achieving Carbon Neutral Accreditation.

Jason from Cortech states, "We have been working with Pointer for 25 years, delivering first-class products and solutions to our end users across the UK's National Critical Infrastructure with great success. Our partnership is a perfect example of two organizations whose core values are aligned, resulting in comprehensive solutions to many of our customers' challenges."

Alex Cassells, Managing Director at Pointer, echoes this sentiment, "We don't just choose any partner, we partner with companies whose standards align with ours. A partner that has innovation at the heart of what they do so that we can create solutions that our customers benefit from."

Pointer and Cortech look forward to a future of continued collaboration, delivering innovative solutions to the water industry and beyond.