

# SOPHOS

CUSTOMER CASE STUDY

**Sophos Server Protection Advanced, with Server Lockdown offers the ideal combination of enterprise protection, cost-effectiveness, and ease of use for the City of Lynchburg's Water Resources Department.**



## Customer-at-a-Glance

**Lynchburg Regional Wastewater Treatment Plant**  
2301 Concord Turnpike  
Lynchburg, VA 24504

**Industry**  
Municipal Utility

**Website**  
[www.lynchburgva.gov/waterresources](http://www.lynchburgva.gov/waterresources)

**Sophos Solutions**  
Sophos Central  
Sophos Server Protection Advanced  
Sophos Endpoint Protection





The historic city of Lynchburg is located in the eastern foothills of the Blue Ridge Mountains in central Virginia, with a metropolitan population of 194,000. As a plant instrumentation technician for Lynchburg’s Water Resources Department, Jason Hamlin manages control and instrumentation for the Regional Wastewater Plant, including a virtualized SCADA (Supervisory Control and Data Acquisition) environment and Linux servers.

*‘I appreciate how easy the Sophos solution is to administer and manage. I can view all aspects of the system from a single pane of glass, and making changes to policies is fast and simple.’*

**Jason Hamlin**  
Plant Instrumentation Technician  
City of Lynchburg Water  
Resources Department

### Business Challenge

Because this government agency controls wastewater discharge, the Lynchburg Water Resources Department is defined as critical infrastructure by the U.S. Department of Homeland Security. As such, the department adheres to the ISA/IEC 62443 security framework specifying whitelisting and blacklisting applications that run on the servers, to proactively prepare for pending regulatory changes.

Like other industrialized environments, the Water Resources Department is challenged to meet tightening regulatory requirements while protecting its virtualized SCADA systems from a wide variety of threats. Hamlin searched for a server security solution that would not disturb the 24/7 availability of the department’s servers, some of which have been running continuously for more than two years. At the same time, he needed a solution that would be easy to administer and manage with limited resources.

“We are constantly trying to stay ahead of the curve on cyber security initiatives. But the water sector doesn’t always have access to the funding levels of other critical infrastructure, such as oil and gas,” Hamlin notes. “We needed easy to administer enterprise-grade whitelisting of specific applications, and a full set of antivirus and antimalware security features, but without the enterprise price tag. The majority of the solutions I came across were expensive and designed for much larger environments.”

Hamlin’s research eventually led to Sophos reseller InstruLogic, which offered the ideal solution — Sophos Server Protection Advanced, including Server Lockdown.



## Powerful Protection Made Simple

Server Lockdown, uniquely offered by Sophos, is a one-click lockdown feature which automatically recognizes server applications that should be running when a server is clean, and then creates rules to only allow those applications to run. This dramatically simplifies maintenance and change management of our servers knowing that they are locked down in a known good state.

“With the Sophos solution, we can run both antivirus and application whitelisting to pursue a dual track: to protect the servers from known and unknown threats, and to ensure that unauthorized applications are blocked from running,” Hamlin explains. “With a single button click, we can execute a simple scan that discovers critical applications as well as their related files, such as specific DLLs, scripts, and executables, and then locks down the server so that only those can run.”

Hamlin adds that the Sophos systems’ ease of use is a critical factor in protecting infrastructure at the Lynchburg Regional Wastewater Treatment Plant. “My responsibilities are many and my primary job is not just IT. As the single person at our facility who must ensure our control system servers are running smoothly, I appreciate how easy the Sophos solution is to administer and manage. I can view all aspects of the system from a single pane of glass, and making changes to policies is fast and simple with the Sophos dashboard,” he remarks.

Sophos Server Lockdown allows for simple set-up and ease of management, allowing for straight-forward administration for Hamlin who is primarily responsible for maintaining security and operation of the control system servers within his department. In addition to being uncomplicated, Sophos and especially the Server Lockdown feature makes deployment and management simple and effective in eliminating threats and allowing Hamlin to do his job. The Sophos solution has made Hamlin’s day-to-day responsibilities effortless, and now with Sophos he no longer has to worry about whether the agency’s environment is secure.

“Sophos is extremely reliable and incredibly compatible with our SCADA servers. Server Lockdown is always running, and it doesn’t slow down our environment. Working with Sophos has been painless, but it’s also very effective at stopping bad actors without getting in the way of our users.”

**Start your free trial of Sophos Server Protection Advanced today.**

The preceding case study documents ways in which the City of Lynchburg is using Sophos products in its Department of Water Resources. This case study does not constitute an endorsement by the City of Sophos products.

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