



Customer Success Stories.



TXNM Energy
(formerly PNM Resources)



Compliance is Key.

TXNM Energy (formerly PNM Resources) has unique challenges exclusive to critical infrastructures, particularly when it comes to its diverse set of facilities that span both IT (company headquarters, administrative offices, etc.) and OT (industrial control facilities, substations, etc.).

Like other utility organizations, TXNM Energy is also heavily regulated by the North American Electric Reliability Corporation Critical Infrastructure Protection (NERC CIP) standards. NERC CIP audits PNM Resources every three years, according to Gary Todd, Associate Director, Cyber Security, “If there’s even one instance of noncompliance during that period, you don’t pass. At a certain point, it became very clear that we needed to have automated access control.”

Solution Chosen: Guardian PIAM.

After integrating with the organization’s Active Directory, the Alert Enterprise Guardian Physical Identity and Access Management (PIAM) system enabled more efficient, secure access control across the entire organization. Automating processes also made it easier to meet CIP’s strict compliance requirements.

Key Takeaways.

Because of their significance and connections within the critical infrastructure network, electric utility organizations are especially vulnerable to attacks – making the need for a strong physical access system paramount.

“With the substation attacks that were in the news this year and last year, physical access has taken on a whole new importance in our industry and will continue to be important,” Todd said.

For TXNM Energy, the integration with Guardian has transformed manual, error-prone processes into smoother, automated systems that became a natural part of business.

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Gary Todd
Associate Director, Cyber Security
TXNM Energy