

# Powering Up Renewable Energy Growth

## Profitability and Regulatory Compliance with Real-Time Infrastructure Insights

---

### OVERVIEW

#### The Challenge

Difficulty identifying threats and anomalies across complex IT and OT infrastructure, leaving the utility vulnerable to cyber and operational risks.

---

#### The Solution

Implemented NETSCOUT to gain real-time, packet-level visibility across both IT and OT networks.

---

#### The Results

Improved threat detection and response capabilities, enhancing overall cyber resilience and protecting critical infrastructure.

---



### Overview

As one of the largest electric utility companies in the U.S., this leading business provides clean, affordable, reliable power to millions of customers. In addition to its core utility services, the company is a major player in electricity trading and a leader in renewable energy, with significant investments in solar, wind, and battery storage.

To support its growing operations, the company's IT team is responsible for maintaining high-performance connectivity across remote energy sites, customer service platforms, and internal systems, all while ensuring compliance with strict industry regulations. Bottomline - IT must be certain mission-critical services are able to support power delivery to millions of commercial and residential customers, ensure billing is seamless, and assure that energy trading is uninterrupted.

### The Challenge

As the utility expanded its renewable energy footprint, it faced increasing pressure to maintain reliable, low-latency connections to remote solar and wind sites. These locations often relied on outdated communication links, such as low-bandwidth circuits and satellite connections, which made it difficult to monitor performance in real time.

A key issue was the lack of visibility into how well systems were functioning. The company's monitoring tools couldn't track data flowing between remote sites and cloud-based applications, especially those used for managing power production and trading. This created blind spots in the network, making it hard to detect and resolve issues quickly.

Without a complete view of system performance, the company risked delays in energy trading—a critical revenue stream—and struggled to meet regulatory requirements from agencies like NERC and FERC. Vital information gathered from across the business was also crucial for everything from tracking warranties on equipment to modeling power consumption from remote sites.

## Solution in Action

To address these challenges, the utility implemented NETSCOUT's comprehensive network monitoring and analytics platform. This advance observability solution proactively monitors the utility's entire network ecosystem providing real-time insights—from physical equipment and remote sensors to cloud-based applications and internal business tools.

Armed with vital insights into the health and performance of the network, the company is able to improve operations and reliability, which are vital to revenue-generating objectives.

With this platform in place, the company can now:

- Monitor application performance across both on-site and cloud environments.
- Detect and resolve issues before they impact operations.
- Ensure seamless customer experiences, such as online bill payments and employee collaboration tools.
- Track service levels for critical systems, including those used in energy trading.

The NETSCOUT® solution also supports synthetic transaction monitoring, which simulates user activity to proactively identify performance issues. This visibility is especially important in energy trading, where even a 15-second delay can result in lost revenue opportunities or costly regulatory penalties.

## The Results

As demand for electricity grows—driven by electric vehicles and AI-powered data centers—utilities are under pressure to modernize their infrastructure. For this company, the NETSCOUT monitoring solution has delivered:

- Improved visibility across both operational and IT networks.
- Enhanced reliability of remote site communications and IoT devices.
- Stronger compliance with industry regulations.
- Greater profitability from renewable energy trading.

By improving communications with remote site and IoT devices, NETSCOUT has helped the utility ensure that core service delivery is maintained, which is essential to achieving high customer satisfaction.

Looking ahead, the utility is also exploring private LTE networks to further strengthen connectivity across all of its facilities. The data and insights from the NETSCOUT monitoring platform will continue to play a key role in supporting innovation and growth and helping to meet the evolving needs of the business as new technologies are rolled out.

## LEARN MORE

For more information about NETSCOUT solutions visit:

[www.netscout.com](http://www.netscout.com)



### Corporate Headquarters

NETSCOUT Systems, Inc.  
Westford, MA 01886-4105  
Phone: +1 978-614-4000  
[www.netscout.com](http://www.netscout.com)

### Sales Information

Toll Free US: 800-309-4804  
(International numbers below)

### Product Support

Toll Free US: 888-357-7667  
(International numbers below)

NETSCOUT offers sales, support, and services in over 32 countries. Global addresses, and international numbers are listed on the NETSCOUT website at: [www.netscout.com/company/contact-us](http://www.netscout.com/company/contact-us)