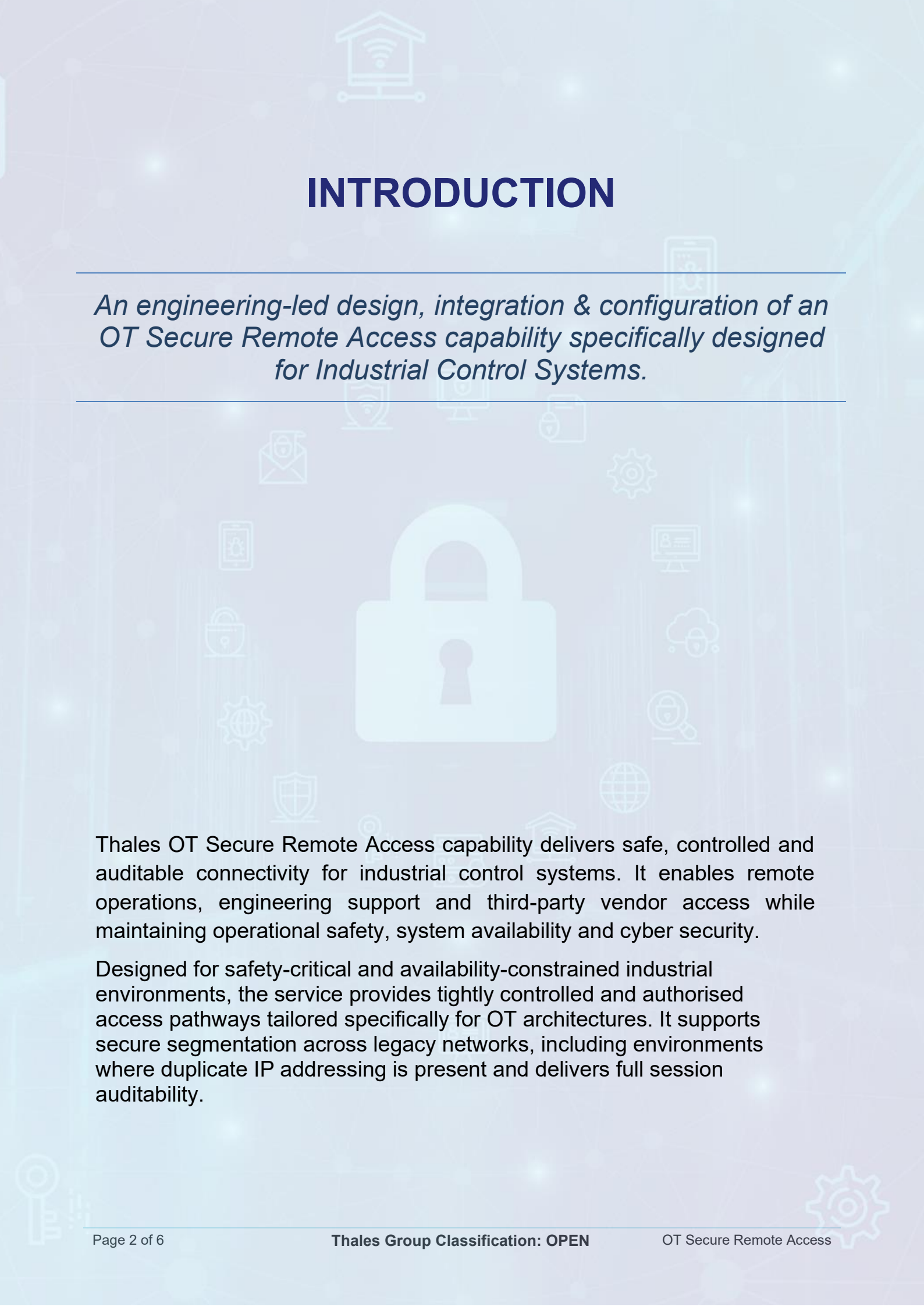




G-Cloud 15 OT – SECURE REMOTE ACCESS – DESIGN & INTEGRATE

Doc Ref No: ThalesGC1506



INTRODUCTION

An engineering-led design, integration & configuration of an OT Secure Remote Access capability specifically designed for Industrial Control Systems.

Thales OT Secure Remote Access capability delivers safe, controlled and auditable connectivity for industrial control systems. It enables remote operations, engineering support and third-party vendor access while maintaining operational safety, system availability and cyber security.

Designed for safety-critical and availability-constrained industrial environments, the service provides tightly controlled and authorised access pathways tailored specifically for OT architectures. It supports secure segmentation across legacy networks, including environments where duplicate IP addressing is present and delivers full session audibility.

USE CASE

- Enabling secure vendor or third-party access to OT systems
- Supporting remote diagnostics, maintenance and engineering support
- Replacing legacy or ad-hoc remote access solutions
- Enabling controlled handling of configuration and update files
- Implementing unified secure & monitored access control across local and remote access
- Integrating OT access events into enterprise monitoring platforms

SERVICE DESCRIPTION

Features

- OT-specific secure remote access architecture design
- Zero-trust, identity-based access enablement
- Time-bound and approval-based access workflows
- Secure file transfer pathway enablement for authorised users
- Capability to store and retrieve files within the platform
- Virtual network segmentation for legacy OT environments
- Session recording and comprehensive activity logging
- Integration with enterprise monitoring and logging platforms
- OT-safe deployment and validation

Benefits

- Enables secure remote access to OT systems without increasing operational or safety risk
- Reduces the likelihood of unauthorised intervention in critical OT systems through controlled and governed access
- Expands access to geographically distributed specialist expertise, improving operational resilience and support coverage
- Improves responsiveness to incidents and service requests, accelerating issue resolution and enhancing overall equipment effectiveness
- Enhances visibility, traceability and accountability for privileged OT access across the environment
- Strengthens forensic readiness through comprehensive logging, monitoring and session recording of remote activities
- Reduces operational friction and administrative burden associated with managing trusted third-party access
- Mitigates risks arising from unmanaged, informal or ad-hoc local and remote access methods
- Ensures secure handling of files, configurations and engineering artefact under customer control
- Supports alignment with safety, assurance and regulatory requirements for privileged access in OT environments

DETAILED SERVICE OVERVIEW

Operational Technology environments underpin essential public services and safety-critical operations. Integrating any new technology in such environments comes with risk and requires care,

expertise and an approach that recognises operational constraints, safety requirements and regulatory obligations. Poorly designed or incorrectly integrated security solutions can disrupt operations, undermine safety or fail to deliver meaningful value.

Thales' OT Secure Remote Access service supports industrial operators with the design and integration of a secure remote access capability, without compromising safety, availability or operational continuity.

We bring deep experience in safety-critical and regulated OT environments - combining OT engineering discipline with cyber security expertise. We take responsibility for the solution architecture, integration, configuration, validation and handover, while removing the burden of complex design and integration from internal teams. Delivering a secure remote access capability that is validated and ready for use, with operational activity remaining the responsibility of the customer or authorised third parties. This ensures OT security solutions are fit for purpose, trusted by operations teams and sustainable over time.

Thales engineers the remote access capability into the customer's OT environment and configures access controls, connectivity, logging and integration points, to implement least privileges so that authorised users can securely perform remote activities in line with operational and regulatory expectations.

Outcomes

- Secure remote access capability designed, integrated and validated for customer use
- Designed for the operational environment they will operate in
- Integrated safely into live industrial control systems
- Configured so capabilities are enabled, usable, understandable and aligned to operational and assurance needs

Delivery Approach

Thales designs and integrates secure remote access capability based on a detailed understanding of the customer's OT environment, operational constraints and risk priorities.

Thales will:

- Design the secure remote access architecture aligned to OT network topology, operational processes and safety constraints
- Define access models, trust boundaries and control points aligned to least-privilege and zero-trust principles
- Engineer time-bound and approval-based access workflows to reduce standing privileges
- Support remote access communications directly with OT assets, including PLCs, HMIs, SCADA systems and legacy equipment (with support from on-site personal)
- Support secure file transfer pathways within the solution for use by authorised users
- Support pathways for secure storage and retrieval of files, including configuration artefacts, enabling integration with customer file shares
- Implement virtual network segmentation to support complex legacy environments, including duplicated IP addressing, without readdressing equipment
- Configure session recording, activity logging and audit trail generation for remote access activity
- Integrate access logs with enterprise tooling such as SIEM or syslog servers where required
- Validate the enabled capability with OT engineers and operations teams
- Provide structured handover and enablement

Thales does not initiate remote sessions, perform backups, manage customer data or operate the solution on behalf of the customer.

THALES OT PRODUCT SUITE

A resilience-orientated approach to the through-life management of security in safety-critical complex OT environments.

The Thales OT Product Suite is a set of products or services that allow flexibility and adaptability to a customer's needs in moving them along their OT journey towards cyber resilience.

Figure 1 shows the OT journey to value as an organisation progresses from cyber awareness to cyber resilience maturity: with each column building upon the last.

The OT Secure Remote Access service forms part of the Thales UK, OT Product Suite situated within the 'DESIGN & INTEGRATE - ENACT' category (outlined in red - Figure 2). This category provides the solutions and capabilities required to safely design, integrate and sustain OT security solutions as part of a broader journey towards cyber resilience.



Figure 1 Thales UK OT Suite - Journey to Value with Cyber Resilience

OUR EXPERIENCE AND EXPERTISE

Thales is trusted and relied upon by its customers to ensure that their critical services & infrastructure remain operational, secure and effective; we are a company where security is at the core of all our products and services. We design, build, deliver and sustain mission-critical systems and solutions all over the world for government agencies, industry and critical national infrastructure.

ABOUT THALES

Thales in the UK has been harnessing technology to benefit the nation for over a century. Across all walks of life, you will find us securing and protecting every moment. We develop world-leading capabilities to help our customers think smarter and act faster.

Thales collaborate with partners in both government and industry, providing cutting-edge technologies to the civil and defence markets.

Thales has a significant presence across the UK, with locations strategically positioned in England, Wales, Northern Ireland, and Scotland. This geographic reach enables us to effectively support the diverse needs of local communities while contributing to the economic prosperity of all four nations. Our key facilities, along with several customer-facing sites, extend from the South West of England to Glasgow, reinforcing our commitment to regional investment and development.

The most trusted organisations in the world rely on Thales for cybersecurity solutions that keep critical assets safe. With more than 6,000 cybersecurity experts worldwide, our portfolio protects applications, data and identities, including services that close compliance gaps, detect and monitor threats and strengthen defences.

For further information, please see <https://www.thalesgroup.com/en/worldwide/united-kingdom>

