

# Harwich Haven Authority

CHALLENGE

- Maintaining critical infrastructure
- Mixed OT and IT environments
- Reliance on legacy systems and aging operational technology
- Targeted and sophisticated cyber-attacks

Harwich Haven Authority constitutes a major part of critical infrastructure in the UK, handling the world’s largest container ships. Through their Pilotage, Vessel Traffic Services and supporting marine services, the Authority maintains, preserves and protects important trade routes to and from the UK. With more than 40% of the UK’s container traffic passing through it, the Haven is an important gateway for European and global trade. The Authority delivers essential shipping services across five commercial ports including Port of Felixstowe, Ipswich, Navyard, Mistley and Harwich International.

## Challenge

As critical national infrastructure, the ports under Harwich Haven Authority are attractive targets for cyber-criminals.

A breach in Harwich Haven Authority’s networks could lead to the interruption of essential shipping services, physical harm to people, cargos and vessels, or the loss of commercial and personal data. In coordinating 15,000 ship movements per year, there is constant pressure on the Authority’s security team to ensure that these movements are secured against both indiscriminate and targeted cyber-threats.

With both OT and IT networks to monitor and protect, Harwich Haven Authority’s strained security team was ill-equipped to identify threats at an early stage, and was particularly concerned by network activity indicating reconnaissance and vulnerability scans on its firewalls.

Furthermore, substantial security weaknesses have been reported in critical technologies used by maritime companies and much of the industry continues to rely on legacy systems and aging operational technology.

The results of a cyber-attack could be devastating for Harwich Haven Authority and could have far-reaching national implications on trade, international relations and the UK’s economy.

The power of Darktrace OT is amazing. It is critical that the trust port is fully operational 24 hours a day, 365 days a year, and Darktrace OT helps us achieve this.

/ Matt Calver, IT Infrastructure Engineer,  
Harwich Haven Authority



## Solution

After a swift installation, Harwich Haven Authority deployed Darktrace's self-learning technology to defend its OT and IT environments from unpredictable cyber-threats.

By applying advanced machine learning and AI algorithms, Darktrace OT learns a unique sense of 'self', to establish a 'pattern of life' for every user, device, and controller and detect anomalous behavior and emerging threats.

Harwich Haven Authority is alerted to the most important threats via the Darktrace Threat Visualizer, which provides a 3D graphical overview of Harwich Haven Authority's network.

This means that Harwich Haven Authority can stay ahead of threats and focus only on genuine attacks.

Harwich Haven Authority also receives weekly Threat Intelligence Reports (TIRs) from Darktrace Industrial's expert analysts, which provide the company with a comprehensive explanation of what the technology has detected.

## Benefits

Thanks to Darktrace's unique cyber AI technology, Harwich Haven Authority has unprecedented awareness of activity in its network. The Authority benefits from unified visibility in its OT and IT environments and can stay ahead of emerging threats. Furthermore, by deploying Darktrace, the Authority has significantly increased its detecting and reporting capabilities and can now be confident that its network is sufficiently defended.

Using the Threat Visualizer, the security team can investigate prioritized threats in real time, enabling them to efficiently allocate human resources to the most serious issues first.

With Darktrace, Harwich Haven Authority is now better equipped to handle the reality of the current cyber-threat landscape. The Authority is able to stay one step ahead of today's most sophisticated cyber-attackers, and, ultimately, protect its reputation as a leading service provider in the maritime industry.

In deploying Darktrace Industrial, Harwich Haven Authority joins a growing number of organizations across the world relying on Darktrace's state-of-the-art artificial intelligence technology to defend their increasingly complex OT and IT networks.

The technology provides insights into our network that would be im-possible to gather without the help of artificial intelligence.

/ Matt Calver, IT Infrastructure Engineer,  
Harwich Haven Authority

## Results

Early detection of in-progress cyber-threats

100% network visibility and investigation capabilities

Weekly Threat Intelligence Reports (TIRs) to highlight detected threats

