

A CRITICAL SYSTEM, EXPOSED TO A GROWING CYBER THREAT

In the pulp and paper industry, where mills operate around the clock, cyber attacks pose a serious operational risk. A successful breach can disable monitoring systems, limit visibility into equipment health, and lead to costly downtime. One paper mill relied on **29 Emerson 6500 vibration monitoring systems and Machinery Health Manager software** to protect critical rotating assets. However, the servers supporting the system were aging and running on outdated operating systems. A cybersecurity assessment identified them as a **significant vulnerability**.

The risk was clear and action was required.

SPEED WAS THE ONLY ACCEPTABLE OPTION

The mill needed to replace and upgrade its servers quickly, but local resources were unavailable, internal training would take months, and extended downtime was not an option.

They turned to R.E. Mason based on previous experience and proven expertise in online condition monitoring.

A CUTOVER PLAN BUILT AROUND PRODUCTION

R.E. Mason developed a detailed migration strategy focused on **protecting production while eliminating risk**.

The plan:

- Limited downtime to **just 1.5 days**
- Allowed production to **continue during the transition**
- Maintained monitoring continuity and data integrity
- Reduced cybersecurity exposure immediately

Within weeks, R.E. Mason planned the upgrade, traveled to the site, completed the server replacement, and delivered a secure, modernized monitoring environment.

RISK ELIMINATED. PRODUCTION PROTECTED.

The successful upgrade enabled the mill to:

- Eliminate a known cybersecurity vulnerability
- Avoid production interruptions
- Maintain continuous asset protection
- Reduce internal training and upgrade costs

Most importantly, the customer estimates up to **\$800,000 in potential losses** were avoided by preventing a cyber-related failure and resulting downtime.

PEACE OF MIND

Beyond the technical upgrade, the mill gained confidence that its critical monitoring system was secure and that production could continue without disruption.

R.E. Mason didn't simply replace servers, they helped remove a critical operational risk while protecting the reliability of the mill's operations.

When cyber risk threatens critical monitoring, how fast could you respond?