# FROST & SULLIVAN

*Radiflow*

# 2022 PRODUCT LEADER

*European OT Risk Assessment and Management for the Power Industry*

FROST & SULLIVAN

## Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Radiflow excels in many of the criteria in the operational technology (OT) risk assessment and management for the power space.

## AWARD CRITERIA

| Product Portfolio Attributes | Business Impact |
|------------------------------|-----------------|
| Match to Needs | Financial Performance |
| Reliability and Quality | Customer Acquisition |
| Product/Service Value | Operational Efficiency |
| Positioning | Growth Potential |
| Design | Human Capital |

### *Match to Needs, Positioning, and Design*

Growing production floor digitization, digital transformation, information technology (IT)-OT convergence, and Industry 4.0 initiatives have increased the number of sophisticated and advanced cyberthreats and attacks. The attacks on SolarWinds, a Florida water treatment plant, and Colonial Pipeline in 2020 and 2021 are examples that put industrial cybersecurity on the map, raising awareness among industrial operators and attracting the attention of the media and governments. Risk analytics and threat detection and monitoring are important industrial cybersecurity tools, but the lack of resources with OT security skillsets is a critical issue. In the post-COVID-19 environment, industrial organizations are under significant budgetary pressure to optimize existing resources and improve planning capabilities.

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> *– Sankara Narayanan,*
> *Senior Industry Analyst*

Conventional risk assessment is performed manually using spreadsheets, resulting in a complex, cumbersome, expensive, and time-consuming process prone to human error. Risk assessments are also usually performed once or twice a year only. Frost & Sullivan's research indicates that risk assessments between large intervals become irrelevant, outdated, and will fail to provide a true sense of an

organization's security measures, especially when the threat landscape continuously evolves. The need for better risk assessment processes is more urgent than ever.

Amid this scenario, Radiflow offers Cyber Industrial Automated Risk Analysis (CIARA), a next-generation, return on investment (ROI)-driven OT cybersecurity risk assessment and management platform based on the ISA/IEC 62443 framework for industrial organizations. Established in 2009, the company has a comprehensive portfolio of OT security life cycle management solutions for detection and monitoring (iSID Industrial Threat Detection, iCEN Central Monitoring for iSID, and iSAP Smart Collector), analytics (CIARA), and compliance enforcement (iSIM Industrial Service Manager and iSEG Secure Gateway).

Radiflow's CIARA provides a data-driven decision-making approach to OT security by assessing risk across thousands of data points. CIARA continuously receives asset data from the field and threat intelligence from multiple sources and the MITRE ATT&CK™ knowledge base to perform asset data collection, data-centric analysis, transparent risk metrics calculation, and risk scoring per zone (the impact of a disruption in an area). As a fully automated tool, CIARA uses advanced threat intelligence-driven risk assessment analysis algorithms to automate and manage the cybersecurity risk life cycle and enable industrial organizations to perform continuous cybersecurity risk assessments of hundreds of security controls. Frost & Sullivan finds CIARA unique because it automates assessment by examining the customer digital image with various security controls against virtual breach simulations of different cyberthreats, which humans or other manual processes cannot perform. To this end, CIARA efficiently calculates the likelihood of each attack and the effectiveness of corresponding risk mitigation measures, enabling industrial organizations to change or improve their measures.

CIARA not only evaluates risk assessment but uses all available data to run attack simulations and provide detailed assessment reports (in minutes) on risk prioritization and mitigation recommendations. CIARA also reduces cybersecurity expenditure by calculating the monetary impact of each risk mitigation measure against common risk scenarios such as loss of availability and control. Industrial organizations can base their cybersecurity expenditure on quantitative data from CIARA, which optimizes cybersecurity plans with customizable operational and budgetary criteria.

As an enterprise-level risk management system for OT facilities, CIARA helps chief information security officers (CISO), compliance managers and operation managers reduce cybersecurity risk in their organizations. Unlike IT networks, CISOs usually can't shut down operations in OT facilities and production sites to carry out simulation attacks. To this end, CIARA provides a non-intrusive OT Breach Attack Simulator (BAS) tool that highlights each site's business importance, identifies the most vulnerable sites, and benchmarks top sites in a central dashboard to offer multi-site prioritization based on attack simulations. CISOs can now view all sites on a single user-friendly dashboard, monitor global operations, and predict the impact of potential threats through simulations. They can simulate what-if scenarios easily, deploy the most effective mitigation tools for practice, and determine the best course of action in threat conditions. The latest release of CIARA creates digital twins of multiple facilities on the same user interface to allow security and risk teams to execute BAS in a global enterprise view. Since the BAS tool is non-intrusive, CISOs can continuously monitor and simulate vulnerabilities and evaluate security technologies against the latest threats without affecting existing networks or stopping

operations. Frost & Sullivan is impressed with how Radiflow enables unrivaled, comprehensive, and quality OT monitoring through CIARA.

The International Society of Automation (ISA) and International Electrotechnical Commission (IEC) provide frameworks to address existing and emerging security vulnerabilities in industrial automation and control systems, along with best practices in risk modeling and management. CIARA helps industrial organizations meet these best practices as it is compliant with the ISA/IEC 62443 series of standards developed by the ISA99 committee and adopted by the IEC. CIARA also adheres to the European Union Network and Information Systems (NIS) Directive, the North American Electric Reliability Corporation (NERC) Critical Infrastructure Protection (CIP) requirements, and the US National Institute of Standards and Technology (NIST) Cybersecurity Framework. With many industrial organizations now only adopting industrial cybersecurity, they can rely on CIARA for compliance support and to accelerate their risk management deployment.

Frost & Sullivan applauds Radiflow for automating and enabling continuous risk assessment with the comprehensive, ROI-driven, and standards-compliant CIARA to overcome the complexity and challenges of manual risk assessment.

### *Customer Acquisition, Growth Potential, and Financial Performance*

Radiflow serves customers across power generation, transmission and distribution, renewable energy, oil and gas, transportation, water, building management systems, and process manufacturing industries.

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The company has more than 100 customers on more than 5,000 sites, and Europe is Radiflow's strongest market. Some of Radiflow's latest project wins for its OT security portfolio include a multinational chemical manufacturer, a national rail operator in Asia-Pacific, a national water utility in Asia-Pacific, large-scale wind farms and solar fields, and a US electric company. Radiflow witnesses increasing demand for CIARA in the dynamic OT threat landscape, following the solution's successful beta tests with several leading customers.

Amid the pandemic, Radiflow saw strong growth in customers and revenues because of its new product launches, such as CIARA. In both 2020 and 2021, Radiflow experienced two times revenue growth compared to the previous year. Radiflow started by catering to critical infrastructure (such as power and water plants), establishing most of its business in Europe. In terms of revenue, power generation is Radiflow's largest sector, but the company now sees its biggest growth in the private sector (mainly process manufacturing). Almost half of Radiflow's customers in 2020 were newly acquired, with two-thirds from the manufacturing industry.

Radiflow works in concert with its partners to expand and gain more accounts. The company's business development and partnership strategy hinges on close working relationships, especially with technology partners. The company has built an extensive ecosystem of global partners, including prominent brands like IBM, Fortinet, ServiceNow, Cisco and Splunk. The company continues to expand its internal team

and network of partners (especially with tier 1 system integrators) for international growth. For instance, Radiflow collaborates with Mitsubishi Electric UK to address the IEC 62443 cybersecurity standard and is now part of a new consortium set up by Rafael Advanced Defense Systems. Frost & Sullivan commends Radiflow for its unique products and technologies, growing partner community, and strategic geographic expansion that will push Radiflow to the next growth phase.

## Conclusion

Industrial organizations need an automated risk assessment and management platform to combat rising cybersecurity issues. Radiflow's CIARA successfully addresses this need with advanced threat intelligence-driven risk assessment analysis algorithms that automate and manage the cybersecurity risk life cycle. CIARA facilitates organizations' transition from existing manual processes to automated, ROI-driven, and data-centric continuous OT cybersecurity risk assessment and management. The platform also enables CISOs to optimize cybersecurity expenditure, meet security goals and budget constraints, and monitor multiple facilities on one user interface powered by digital twin technology. CIARA's primary value proposition is its non-intrusive OT BAS tool that supports CISOs in performing simulated attacks in facilities and production sites without stopping existing operations. Designed based on the ISA/IEC 62443 framework, CIARA adheres to cybersecurity standards and accelerates organizations' risk management deployment. Radiflow is well-positioned for long-term continuous growth because of its strong revenue performance in 2020 and 2021, continuous expansions, and global network of partners.

For its strong overall performance, Radiflow is recognized with Frost & Sullivan's 2022 European Product Leadership Award in the OT risk assessment and management for the power industry.

# What You Need to Know about the Product Leadership Recognition

Frost & Sullivan's Product Leadership Award recognizes the company that offers a product or solution with attributes that deliver the best quality, reliability, and performance in the industry.

## Best Practices Award Analysis

For the Product Leadership Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

### Product Portfolio Attributes

**Match to Needs**: Customer needs directly influence and inspire the product portfolio's design and positioning

**Reliability and Quality**: Products consistently meet or exceed customer expectations for performance and length of service

**Product/Service Value**: Products or services offer the best value for the price compared to similar market offerings

**Positioning**: Products serve a unique, unmet need that competitors cannot easily replicate

**Design**: Products feature innovative designs, enhancing both visual appeal and ease of use

### Business Impact

**Financial Performance**: Strong overall financial performance is achieved in terms of revenues, revenue growth, operating margin, and other key financial metrics

**Customer Acquisition**: Customer-facing processes support efficient and consistent new customer acquisition while enhancing customer retention

**Operational Efficiency**: Company staff performs assigned tasks productively, quickly, and to a high-quality standard

**Growth Potential**: Growth is fostered by a strong customer focus that strengthens the brand and reinforces customer loyalty

**Human Capital**: Commitment to quality and to customers characterize the company culture, which in turn enhances employee morale and retention

## About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at http://www.frost.com.

### The Growth Pipeline Engine™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.
Learn more.

*Key Impacts*:

■ **Growth Pipeline:** *Continuous Flow of Growth Opportunities*

■ **Growth Strategies:** *Proven Best Practices*

■ **Innovation Culture:** *Optimized Customer Experience*

■ **ROI & Margin:** *Implementation Excellence*

■ **Transformational Growth:** *Industry Leadership*

### The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

*Analytical Perspectives:*

■ Mega Trend (MT)

■ Business Model (BM)

■ Technology (TE)

□ Industries (IN)

□ Customer (CU)

■ Geographies (GE)