

Staying cybersecure in a digital world

As more system operators adopt increasingly connected and integrated solutions, there is a growing need to ensure cybersecurity protections. At Xylem, we seek to inspire trust in our solutions, empowering clients to solve the world's greatest water challenges with innovative products, services and solutions.

Xylem is a technology company with a commitment to innovation and the cybersecurity of our solutions through continuous improvement. Along with a risk-based design and implementation approach, our engineering, development, and cybersecurity teams remain diligently focused on the identification and management of cybersecurity risk.

We take a whole system view of risk, evaluating every stage of the water process

Our approach prioritizes:



Secure products: We ensure products are secure by design, minimizing vulnerabilities and building in security features through development, testing, and deployment. Secure software development processes guided by industry standard frameworks such as ISA/IEC 62443-4-1 and NIST SSDF.



Swift response: We develop response plans and provide industry-leading forensics and response for your operations when facing cyber incidents.



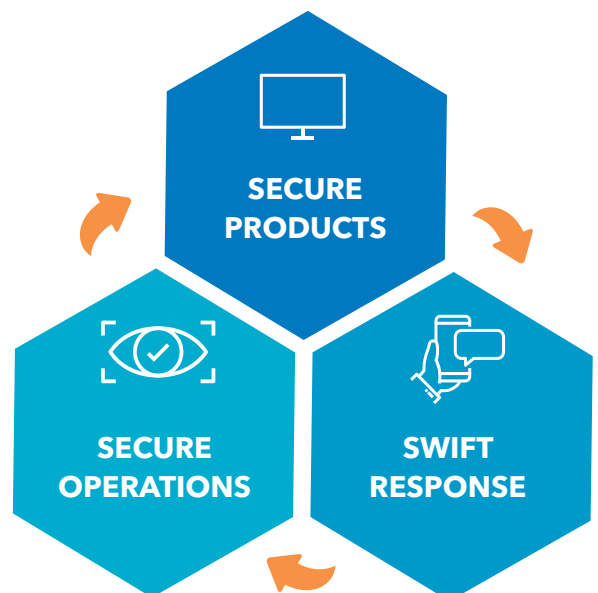
Secure operations: We prioritize continued operational resilience by conducting ongoing assessments, upgrades, and monitoring. Guided by industry standard frameworks such as NIST CSF and ISO 27001.



CYBERCRIME RISK IS INCREASING

The cost of cybercrime is projected to increase to \$10.5 trillion by 2025, and costs half a million or more in remediation per incident.¹

1: Cybersecurity Ventures, 2022 Official Cybercrime Report



Multismart Powered by Nexicon®

Confidentiality, integrity, and availability of our customer data is vital to business operations and safety.

Multismart powered by Nexicon is built using industry best practices including secure by design techniques.



Data Security	Device Security	Secure Access
• First-Login Security: Mandatory password change on initial login enhances security. • Role-Based Access: Distinct roles with tailored privileges ensure appropriate access levels. • Encryption: Data at rest is encrypted using industry standard techniques.	• Secure Default Settings: Select ports and protocols are disabled by default, minimizing pathways of cyberattack. • Secure Updates: Software digitally encrypted, helping to safeguard file integrity. • Startup Protection: Digitally signed software validated at startup. • Runtime Protection: Ability to install updates, helping to keep the system current and resilient.	• Security Logging: Access trail stored, providing the ability to tell who did what and when. • Controlled Access: Log access restricted to authorized roles. • Exportable Logs: Ability to perform additional forensic analysis and troubleshooting. • Backup Flexibility: Supports data backup to SD card or USB for recovery and continuity of operations.

IEC 62443-4-1 certification

The Xylem office responsible for developing the Nexicon product is certified under IEC 62443-4-1, a standard specializing in industrial automation and control systems security. This certification demonstrates our commitment to addressing cybersecurity challenges in industrial environments, ensuring robust protection for critical infrastructure.

Secure By Design

Xylem's Multismart powered by Nexicon adheres to the "Secure by Design" pledge by integrating robust cybersecurity measures throughout its development lifecycle, ensuring the product is secure from inception to deployment and beyond. This pledge, driven by CISA and co-signed by all major security government agencies in the US and Canada, emphasizes a collaborative effort to enhance the security of technology products from the ground up.

For more information visit www.xylem.com/security or contact us at product.security@xylem.com