



CASE STUDY

Leading pulp and paper company overcomes operational technology remote work challenges

Key facts:

Industry:

Pulp and Paper

Octave products used:

Tempo Control System Effectiveness (*PAS PlantState Integrity*), Cyber Integrity (*PAS Cyber Integrity*), Tempo Automation Integrity (*PAS Automation Integrity*)

Key benefits:

- Safely increase production in response to sudden market changes despite plant physical access limitations
- Increased operational reliability via centralized, multi-vendor configuration management
- Improved engineering efficiency and cyber risk management
- Enhanced competitive advantage through unified visibility and secure, anytime, anywhere access to data

A market-leading maker of tissue, pulp, packaging and building materials is transforming the way it works in response to digitalization, globalization, evolving safety and environmental mandates and a changing workforce.

The challenge

Executives at the company knew past success did not necessarily equal future success. In the face of near-constant industry disruptions, company leadership prioritized innovation, agility and resilience as essential. To transition from a remarkably successful 20th-century manufacturing business to a foremost 21st-century knowledge-based company, digital transformation was required. This included enabling remote operations to improve mill efficiency, safety and productivity, assessing risk and improving plant cybersecurity.

However, digitally transforming the company, enabling remote plant operations and ensuring the security of operational technology (OT) assets was challenging. Some staff questioned the viability of digital transformation and remote operations. Others expressed concerns about the increased cyber risks the transformation would likely bring. Then came COVID-19.

As an essential business, the company needed to protect the safety of its employees, ensure reliable operations and rapidly increase plant production to meet a spike in demand for paper goods during a global pandemic.



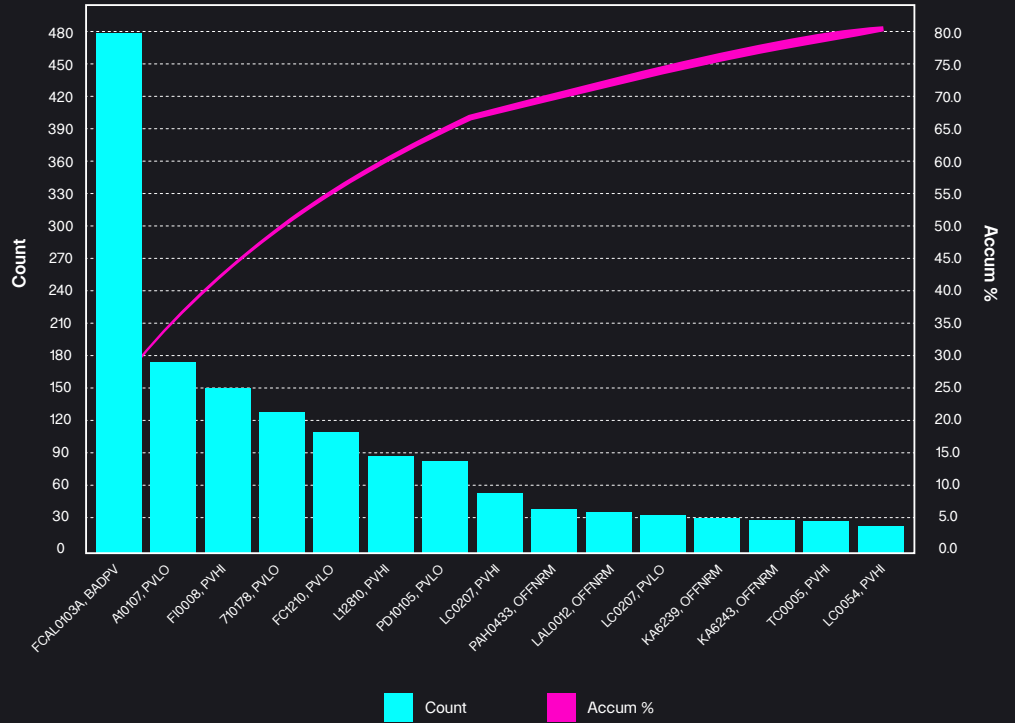
At the same time, continuing to progress its corporate digital transformation initiative remained a priority to ensure long-term competitive advantage.

The solution

Based on the progress with existing digitalization and remote operations initiatives, when COVID-19 struck, the company was able to quickly respond and leverage its existing solutions from Octave to increase production safely and reliably.

Tempo Control System Effectiveness enabled engineers, many of whom were suddenly working from home, to continue to access data required to ensure safe, reliable operations. Engineers could review operator changes to critical settings, such as reconfiguring control loops or shelving or disabling alarms, as well as quickly identify process anomalies and address nuisance alarms without direct physical access.

Frequent Alarms



Tempo Automation Integrity provided centralized multi-vendor control system configuration visibility. Engineers could view existing control system configurations, analyze planned and unplanned configuration changes and detect and troubleshoot configuration issues remotely and efficiently without logging in to multiple systems.

OT cybersecurity specialists used Cyber Integrity to obtain an automated, accurate view of all OT and IT assets and their associated cybersecurity risks –

a crucial requirement due to increased malicious cyber activity. Remote operations capabilities provided by these solutions enabled the company’s operational staff to demonstrate resilience in the face of COVID-19 and preparedness for future operational challenges. Prior digitalization investments were validated, and digitalization and remote operations skeptics within the company could see how the future of paper goods manufacturing will be more digital, automated and efficient.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property, and assets– for any scope, at any scale. For decades, we’ve partnered with customers to sharpen performance, elevate efficiency, and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what’s possible from day one onward.

©2026 Intergraph Corporation and/or its affiliates. All rights reserved.