

The systems that deliver clean water to 14 million people needed to be secured. There was no margin for error.

The Outcome

American Water, the largest publicly traded water utility in the U.S., serves 14 million people across 46 states. As the company grew through acquisitions, securing a sprawling mix of on-premise, cloud, and SaaS environments became critical and complex. Presidio built an operational technology security framework on AWS that unified visibility across those environments and hardened defenses against cyberattacks targeting critical infrastructure.

How They Got There

Presidio designed and deployed an OT security framework bringing deep visibility into American Water's most critical systems, with AWS as the cloud foundation. The engagement included device pre-staging and expert on-site support to minimize disruption during implementation. The result is a security posture capable of detecting threats early and enabling rapid response before service or safety is compromised.

Why It Worked

Water infrastructure is among the most targeted critical infrastructure in the country. A breach here is more than a data incident, it's a public safety emergency. American Water's CISO Bill Bowers framed it simply: "Water is life. Protecting the systems that make water delivery possible is vital." Presidio built a security foundation designed to grow as American Water's digital transformation continues.

The Situation

American Water is the largest publicly traded water and wastewater utility in the United States, serving 14 million people across 46 states. Years of growth through acquisition had created a sprawling technology environment - on-premise systems, cloud platforms, and SaaS applications. Securing the operational technology that controls the physical systems delivering water had become both more critical and more difficult as the organization scaled.

The Approach

Presidio designed and deployed an operational technology security framework with AWS as the cloud foundation, bringing unified visibility into American Water's most critical physical and digital systems. Device pre-staging and expert on-site support minimized disruption across a distributed infrastructure that couldn't afford downtime during the transition. Presidio continues to work with American Water on an active AI and cloud security modernization roadmap.

The Result

American Water now has unified security visibility across its on-premise, cloud, and SaaS environments. The OT security framework enables early threat detection and rapid response, changing the posture from reactive to proactive. As CISO Bill Bowers put it: "Presidio helps us see what's possible and stay ahead of what's next."

"Water is life. Protecting the systems that make water delivery possible is vital." — Bill Bowers, CISO, American Water

14M

People across 46 states depending on American Water's infrastructure

Unified

OT security visibility across on-premise, cloud, and SaaS environments

Continuous

AI and cloud security modernization roadmap actively in progress