

CASE STUDY: RAPID RECOVERY AFTER LIGHTNING STRIKE – MINIMIZING DOWNTIME, MAXIMIZING RESILIENCE

What We Did

A remote gas processing facility in northern Alberta was struck by lightning during a summer storm, disabling a key Layer-3 switch, the primary HMI server, and multiple I/O endpoints. Operators immediately lost visibility into the process network and had only limited manual control, prompting a plant-wide emergency shutdown. With no access to working backups and no clear understanding of the current network topology, onsite personnel were unable to initiate recovery.

Provision Infotech was contacted within 30 minutes of the incident. Recognizing the potential operational and financial impact, our team mobilized immediately. A two-person field unit arrived onsite within four hours with pre-configured replacement hardware, including an industrial-grade Cisco IE-3000 switch, spare HMI hardware, UPS units, and secure recovery tools. Upon arrival, our team validated power and grounding integrity, ensuring the site was safe for electronics installation.

Using previously developed network diagrams and device inventories from a Provision-conducted field assessment, the team rapidly located the failed core switch and verified it was the root cause of the communications breakdown. The switch was replaced, and all VLANs, port configurations, and access control lists were restored from encrypted, offline configuration backups. Simultaneously, the corrupted HMI server was reimaged using a validated backup from Provision's offsite data vault. All SCADA interfaces, OPC channels, and alarm workflows were fully restored and tested using prebuilt commissioning checklists.

The facility was brought back online within six hours of the initial outage, a recovery time unmatched in the site's operating history. The client avoided an estimated 24+ hours of downtime, preserving more than \$1 million in gas throughput and eliminating the risk of missed contractual delivery obligations.

For this client, the incident validated their investment in external OT support. Provision Infotech didn't just solve the immediate problem, we equipped the facility for faster recovery, better preparedness, and stronger operational continuity going forward.

Highlights

Reduced Downtime Risk

Proven system resilience and ability to restore operations in a single shift.

Operational Clarity

Accurate network documentation enabled fast diagnostics and targeted action.

Strategic Preparedness

The updated disaster recovery plan now includes hardware replacement strategies, offsite backup rotation, and surge protection best practices.

Confidence in Response

Assurance that a specialized partner can deliver rapid, onsite support with the right tools, knowledge, and authority to act decisively.

**Ready to see
these results for
your business?**



Empowering the Energy Industry Through IT & OT Excellence

We bridge the gap between corporate IT and front-line operational technology (OT), delivering reliable, hands-on, facility based secure technology solutions that keep Western Canada's energy infrastructure operating safely and efficiently.

Who We Are

Provision Infotech has supported energy producers across Alberta, British Columbia, and Saskatchewan since 2015. Our team brings together corporate IT engineers and deep OT expertise, safety-certified field technicians, making us equally effective in head offices, control rooms, and remote well sites.

What We Deliver



OT & IT Specialists

One team that speaks both languages.



Certified On-Site Support

Our COR-certified, ISNetwork & ComplyWorks-verified field technicians are embedded onsite in remote field locations, providing consistent, boots-on-the-ground support



Cybersecurity & Risk Management

Threat hunting, patching, and compliance for industrial networks assessments.



Control & Industrial Networks

Design, build and maintenance for SCADA, PLC, and HMI.



Secure Remote HMI Access

Encrypted, role-based connectivity for dispersed operations.

Why Choose Us

Purpose-built IT & OT team

A uniquely blended skill-set designed expressly to support both corporate offices and field operations for Western Canadian energy producers

Aligned with your production goals

We plan and act to minimize downtime, control costs, and respond rapidly to critical field issues and emergencies.

Deep dual-domain expertise

Seasoned in enterprise servers, networks, and cybersecurity and in SCADA, PLC, and control-system environments - bridging the gaps between IT & OT.

Proven Field Experience

Delivering real-world and hands-on reliability across 300+ Western Canadian sites.

Safety you can Trust

Comprehensive HSE program, COR certification and full ComplyWorks & ISNetwork registration; every technician holds H2S, First Air, CSO, WHIMIS, and more.