



CUSTOMER SUCCESS STORY

# How OTbase helped UTM to achieve full OT visibility and efficient IT/OT collaboration

## UTM's Challenge

The industrial world is digitizing at breakneck speed, and Operational Technology (OT) environments are exploding in complexity. At the same time, demands for total transparency, ironclad cybersecurity, and regulatory compliance—for European companies, especially under NIS2 and KRITIS—are non-negotiable. A complete, always-current view of every OT asset is no longer a nice-to-have. It's a hard requirement.

UTM was staring down a massive visibility gap. They found themselves confronted with the challenge to significantly increase visibility for security vulnerabilities and cyber risks in OT. Classic IT security tools were useless for industrial controllers and proprietary OT protocols. They couldn't meet OT's requirements: Vulnerabilities and business continuity risks stayed hidden in the shadows.

When the KRITIS and NIS2 regulations hit, there was no way around a full OT asset inventory. A single, powerful platform was required to hunt down, assess, and eliminate potential security weaknesses systematically. Regulatory requirements plus UTM's own zero-compromise security standards made the decision simple: deploy a true OT-native asset management powerhouse.



Unternehmensgruppe Theo Müller (UTM) is a food & beverage company that started as a humble village dairy in 1896 and has grown into one of Europe's leading family-owned food giants. Today, UTM commands a massive international footprint with dairy as its rock-solid core. Iconic brands like Müller, Weihenstephan, Landliebe, Sachsenmilch, and Loose dominate shelves across the continent, making UTM one of the largest and most influential dairy groups worldwide.

With over 35,000 employees, 21 production sites across multiple countries (Germany, UK, Czech Republic, Poland, and beyond), exports to more than 80 countries, and group turnover exceeding €10 billion (preliminary 2025 figures), UTM doesn't just participate in the dairy and food market — it shapes it.

## Why UTM selected OTbase

UTM posed a serious challenge to the market leaders —OTbase, Nozomi, Claroty, the works. OTbase didn't just win. It dominated.

Why? Its Excel-like interface is so intuitive that teams were productive on day one—no marathon training required. Installation is software-only, lightweight, and didn't require the installation of dedicated hardware sensors. OTbase Discovery, the de-centralized and autonomous detection engine, automatically captures hardware

***“OTbase isn't a tool. It has become the heartbeat of UTM's OT operations. Global OT lives in it every day for monitoring, vulnerability management, data upkeep, and high-level analysis.”***

Gerhard Feyerabend, UTM OT Security Manager

make & model, serial numbers, software versions, network mappings, and hyper-granular device details all the way down to the field level.

But the real knockout punch was contextualization: OTbase lets you map every asset to plants, processes, and logical relationships with surgical precision. That contextual intelligence gave UTM the operational understanding they'd been aiming at. But OTbase doesn't stop at inventory. It arms you with vulnerability

management, AI-powered context analysis, real-time system health monitoring, and audit-ready reporting—making it the undisputed command center for modern, regulation-proof OT asset management.

## Technical implementation

Execution was a masterclass in teamwork. Global OT led the charge, building standards and data models shoulder-to-shoulder with every site. IT Infrastructure delivered the server backbone, IT Security nailed the firewall rules, and the CIO threw full executive sponsorship behind it.

Proof of Concept? Done in under three months. Full rollout across 16 production sites? Another three months. That kind of velocity only happens when roles are crystal clear and collaboration is ruthless.

At every site, an OTbase Discovery Server was deployed in the OT DMZ, with the exception of the UTM huge site in Leppersdorf, Germany. The Leppersdorf plant is one of Europe's most modern and largest dairy production facilities. It processes 1.8 billion kilograms of milk annually and even has its own power plant. Here, UTM needed three servers to tame its complex topology. Ports were surgically opened into OT VLANs—after strict relevance checks on the IT side.

Rather than prioritizing specific VLANs, all known OT segments were connected simultaneously and enriched with new discoveries on the fly. Sensitive vendor hardware? Manual probing runs where needed. Isolated sites without backbone connectivity started manual and are now migrating to permanent automated solutions.

GRC tool integration is in the works for direct risk-management linkage. CMDB and SIEM integrations are already on the roadmap.

UTM and the Leppersdorf team co-created a bulletproof OT Asset Management Standard that defines every piece of metadata as Must-Have, Should-Have, or Nice-to-Have. Global OT owns master data, governance, training, and continuous improvement. Local OT teams add site-specific intelligence in real time. Result: one complete, accurate, enterprise-wide picture.



## OTbase is now mission-critical

OTbase isn't a tool. It has become the heartbeat of UTM's OT operations. Global OT lives in it every day for monitoring, vulnerability management, data upkeep, and high-level analysis. IT Governance and Information Security teams pull it constantly for audits and strategy. Local OT uses it on-demand to keep metadata up to date.

OTbase proved to be particularly helpful for network segmentation projects in complex legacy environments where nobody knew what talked to what. It's also powering risk management programs and full process landscape mapping with precise asset-to-process linkages.

OTbase gave UTM the one unbreakable Single Source of Truth for every OT asset. Gaps are spotted instantly. Actions are targeted with surgical precision. Transparency across the sites went from "we think" to "we know." Even bigger: it smashed the old IT-vs-OT wall. Shared data created real empathy, faster decisions, and tighter security alignment than ever before.

***"OTbase gave UTM the one unbreakable Single Source of Truth for every OT asset. Gaps are spotted instantly. Actions are targeted with surgical precision."***

Gerhard Feyerabend, UTM OT Security Manager

## Lessons learned and outlook

Early lesson burned into the team: bring every site into the game from day one. Many early "OTbase problems" turned out to be network issues—once identified, they were fixed fast. Smart move for next rollouts: start lean at a few flagship sites, nail the data foundation and standards, then roll out at scale.

It's worthwhile pointing out that OTbase itself continues to evolve. Langner doesn't just sell software— they partner. Customers are embedded in the development loop, requirements are co-created, usergroup feedback drives priorities, and high-impact features ship fast. For UTM, this affected predominantly ISA-95 style system modeling, which allows the company to push OTbase even harder into risk management, deeper tool integrations, and advanced process modeling.

## Conclusion

Deploying OTbase was a decisive strike for UTM—delivering unmatched transparency, increased cybersecurity, and regulatory compliance in OT. What started with early hurdles became a powerhouse that now anchors vulnerability management, audit readiness, network segmentation, and process intelligence.

Among the big wins: A transformed IT/OT relationship built on a shared data foundation and exceptional visibility of all assets. Not only does OTbase yield a reliable account of all OT assets, but it also acts as the foundation for a future-proof, data-driven transformation of OT infrastructure. Hence, OTbase isn't just an inventory tool. It is a central component of UTM's OT security and digital transformation strategy, both now and in the future.



## About the technical lead: Gerhard Feyerabend



Gerhard Feyerabend is OT Security Manager at UTM and the technical project lead for OTbase. He combines deeply rooted hands-on experience in automation engineering with a strong understanding of modern OT security and governance requirements. Since joining UTM in 2015—initially as an Automation Project Engineer, later as an OT Specialist, and now as OT Security Manager—he has played a key role in shaping the evolution of the company’s OT landscape. During the comprehensive modernization of an entire production site (2017– 2022), he was responsible as sub-project manager for the complete automation scope, including the definition and design of the OT infrastructure and architecture.

As the technical lead, Gerhard oversaw the global rollout of OTbase, the development of binding standards, and the continuous governance of the platform. In close collaboration with Langner, he helped advance the system architecture and defined both physical and logical modeling structures that extend far beyond traditional OT use cases—enabling new applications for process engineers and risk oriented business units. This opened the door to process-relevant, data-driven risk management for the first time.

## About OTbase

OTbase is the premier OT asset management platform, built by the team that cracked Stuxnet. It provides contextualized, actionable OT asset details for engineering, cyber security, auditing, and planning and is used by some of the largest enterprises in manufacturing and oil & gas. For more information on OTbase visit <https://otbase.com>.