



# Remote Edge Device Manager (REDM)

The Smart Way to Simplify and Secure OT Device Management

POWERED BY:  
**SUBNET**

## The challenge: Modern OT device management

As power grids modernise, the explosion of connected OT devices is creating unprecedented complexity, risk, and operational strain. Utilities struggle with fragmented data, legacy system integration, device configuration, and firmware updates—all while maintaining security across dispersed networks.

Manual management of access and credentials is slow, error-prone, and unsustainable. REDM provides a smarter, safer way to gain centralized control, secure access (remote and local), and automated device management—keeping your network resilient and compliant.

### Why Lucy Electric's REDM?

Lucy Electric's commitment to grid modernization and network resilience, combined with advanced OT device management capabilities, delivers a solution that's secure, scalable, and built for the future of energy networks.



### Derive operational efficiency through automation

By automating critical workflows—such as configuration, password management, and event log collection—REDM eliminates manual errors and ensures every task is completed quickly, consistently, and securely.



### Ensure regulatory compliance

REDM is purpose-built to help utilities meet evolving critical infrastructure protection requirements, including NERC CIP. It provides a secure, auditable framework for managing device access and activity—simplifying compliance while reducing operational risk.



### Maximize the value of your existing assets

REDM integrates seamlessly with your current device infrastructure, enabling compliance and enhanced security without costly replacements. This approach extends the life of existing assets while supporting modernization at your pace.



### Seamless integration across your network

REDM supports a wide range of device manufacturers and models, enabling utilities to consolidate management under a single platform. New devices can be integrated in the field or through our expert engineering team—ensuring flexibility without vendor lock-in.

**REDM delivers a unified, secure, and centralized platform for remote OT device management — cutting through operational complexity and strengthening your cybersecurity posture.**

It combines three powerful deployment options designed for flexibility and resilience:

### Central management tool

- Deployed centrally to securely manage large installed base of OT devices across Transmission & Distribution systems
- Supports several additional functions including unified Event & Fault file collection and archiving and unified Asset monitoring

### Substation tool

- Installed on a secure server within large substations
- Enables centralized management of local OT devices

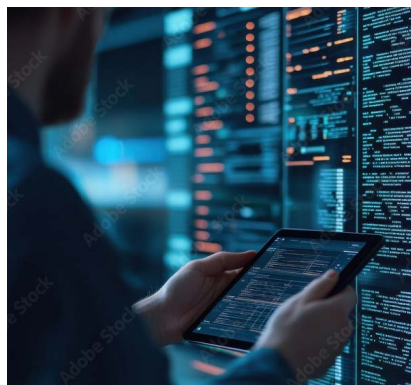
### Local tool

- Tailored for field engineers and technicians
- Provides secure, on-site access for diagnostics, configuration, and updates

Together, these tools create a scalable, flexible OT device management solution, enabling centralized control with the agility of local access.

### Key capabilities

- Smart Automation
  - Automated password updates
  - Configuration and firmware management
  - Fault and event log collection
- Single Sign-On (SSO) — Simple, secure authentication
- Granular Access Control
  - Set authorization levels and permissions
  - Restrict access to vendor tools, versions, and functions
- Continuous Monitoring — Scheduled polling of status and settings
- Baseline Management — Track configurations against approved standards
- Audit-Ready Logging — Record for full traceability
- Interoperability Management — Multi-vendor device support including vendor specific configuration tools
- Secure Remote Access — Protected sessions without exposing credentials
- Simple, Secure Access — No device passwords, IPs, or port details needed



### Business benefits

- Automation & Efficiency – Boosts accuracy, performance, and consistency
- Enhanced Security – Strengthens protection across all OT assets
- Reduced O&M Costs – Lowers manual effort and operational overhead
- Multi-Vendor Ecosystem Support – Manages a diverse device landscape
- Cybersecurity & Compliance – Aligns with regulatory frameworks
- Comprehensive Audit Trail – Ensures complete traceability of device changes

**Lucy's REDM gives asset managers and engineers the control, security, and efficiency needed to manage critical OT infrastructure at scale.**

**Contact us to learn more or schedule a demo**  
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