

Turning Security into Operational Intelligence for Critical Infrastructure



The EPCOR logo, featuring the word "EPCOR" in a bold, blue, sans-serif font. To the right of the text is a circular icon containing a stylized sun or wave symbol.

The challenge: protecting what can't fail

For EPCOR, safeguarding critical infrastructure isn't just a technical mandate, it's a promise. A promise to the millions of people who wake up each day expecting clean water to flow, lights to turn on, homes to stay warm, and essential services to work without interruption. When that trust is broken, the consequences are immediate and far-reaching.

Across North America, EPCOR operates in places most people never see, but rely on constantly.

- Remote substations sitting miles from the nearest town
- Hazardous industrial sites exposed to the elements
- Underground mines
- Vast utility facilities

These environments face ongoing threats from theft and vandalism to operational failures, and the cost of a single missed warning can be severe.

For years, **manual processes** and **disconnected security tools** asked too much of people and too little of technology. Teams had to enter **dangerous areas** simply to confirm a reading. Issues were often detected after damage was already done. Security systems operated in silos, limiting visibility and slowing response across critical sites. The risk to employees, to infrastructure, to the communities EPCOR serves—continued to grow.

EPCOR needed a security and monitoring strategy built for reality: one that could scale across regions, perform reliably in extreme conditions, anticipate problems before they escalated, and, above all, protect people while safeguarding the critical assets communities depend on every day.

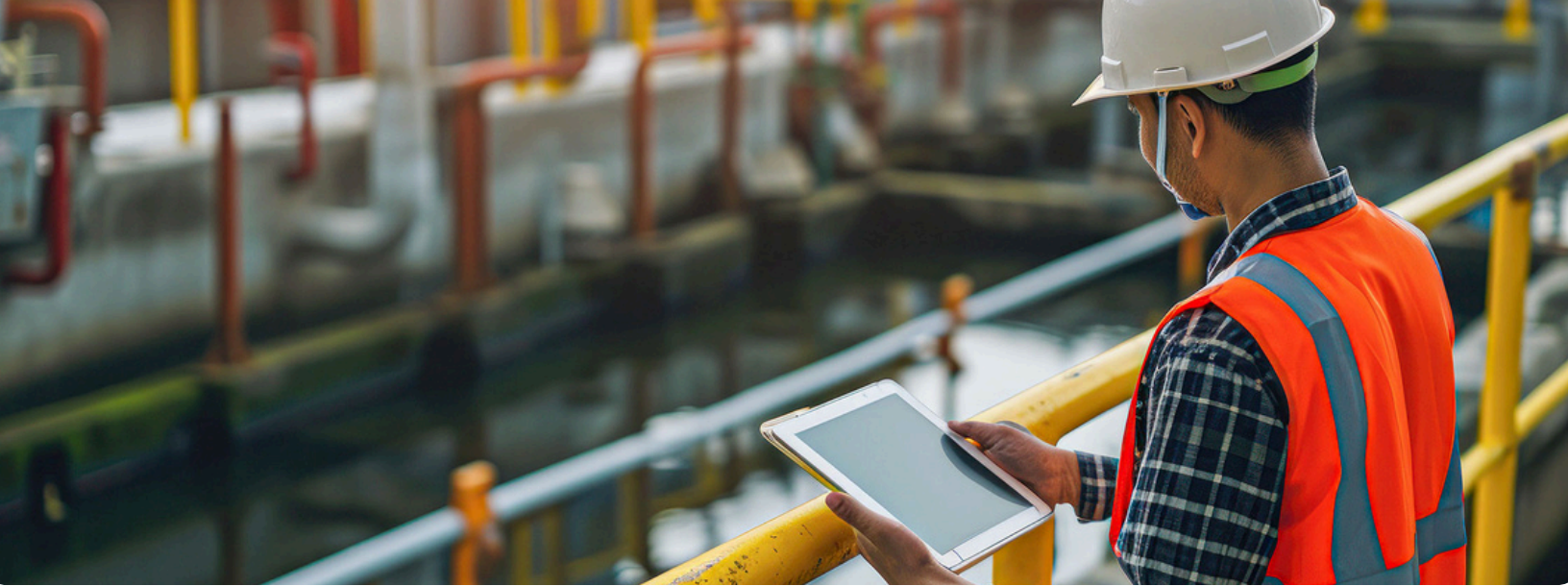
Epcore: at a glance

- Founded: 1891, with more than 125 years of utility operations experience
- Headquarters: Edmonton, Alberta, Canada
- Customers served: More than 2 million people across North America
- Communities served: Operations in 180+ communities across Canada and the United States

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By combining intelligent detection with automated response, we're able to prevent incidents before they happen.

— Wes Hovind,
EPCOR Utilities



The solution: a smarter approach to security

To EPCOR, solving the challenge was not about adding more technology. It was about changing how security supported people, operations, and communities. Partnering with Convergent gave EPCOR the opportunity to rethink what security could become when it was designed with purpose and intention.

Together, they moved beyond traditional surveillance and built an integrated, IoT-enabled security ecosystem that connects devices, data, and operations into a single, unified platform.

This was not about simply watching what happened. It was about understanding what was happening and responding before problems escalated.

EPCOR deployed a layered, integrated system designed to perform across diverse and demanding environments. Fixed and mobile video, thermal detection, multi-sensor devices, and integrated alerting systems work together to identify activity, trigger alerts, and enable real-time response. Each component is connected within a unified platform, ensuring consistent performance and visibility across all sites.

Guided by Convergent's expertise, each deployment was tailored to EPCOR's operational needs and risk profile, enabling safer decisions, faster response, and stronger protection for critical infrastructure.

The result was more than increased visibility. It was situational awareness. More than monitoring. It was confidence.

By the numbers

- 6 years of partnership between EPCOR and Convergent
- 50+ sites across Canada and the United States
- \$100K+ annually in loss prevention from reduced theft
- 15 years of experience tracking deployments
- 1,500+ installations monitored
- <2% failure rate across deployments



Partnership built on performance.



From the start, EPCOR looked for a solution that could go beyond traditional security. The priority was a platform that could support operations, improve safety, and scale across complex environments.

Convergent worked alongside EPCOR to design and deliver a system tailored to these needs, bringing together the right technologies, integration expertise, and ongoing support.

Over time, the partnership evolved beyond implementation. **Convergent's teams became an extension of EPCOR's operations**, providing consistent execution, responsiveness, and a shared commitment to performance.

This approach ensured that every deployment delivered not just functionality, but long-term value across infrastructure, people, and operations.

The results: built on trust.

The impact was immediate and meaningful.

Preventing loss before it happens

Electrical substations that had long been targeted for theft were transformed with pre detection and pre alert technologies. Incidents were reduced before damage could occur, delivering hundreds of thousands of dollars in annual loss prevention while protecting both infrastructure investment and service reliability.

Safer operations, fewer risks

Across water and wastewater facilities, PTZ cameras now remotely monitor water levels and detect activity, triggering automated responses without putting staff in harm's way. In mining environments, connected video and monitoring systems replaced manual gauge checks, enabling continuous remote visibility without putting personnel at risk.

Turning video into insight

Security systems evolved beyond surveillance. What were once standalone security systems evolved into a network of intelligent sensors delivering real-time operational insight. What was once video became insight, enabling faster response and smarter decision making.



Conclusion infrastructure security reinvented

Through its partnership with Convergent, EPCOR built more than a security system. It built confidence that infrastructure is protected, employees stay safe, and essential services remain reliable.

Effective security and safety is a multi-layered approach involving people, processes, and technologies. Convergent-provided products and services are only one part of this multi-layered approach, will not detect or prevent all threats or solve every risk, and should not be your sole method of security or safety. Please see the "IMPORTANT PRODUCT SAFETY AND SERVICE INFORMATION" documentation, available at [convergent.com/terms](https://www.convergent.com/terms), prior to using a Convergent-installed system

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