The need to protect your critical infrastructure from cyberattacks

60%

Of utilities have experienced at least one cyber incident that disrupted operations in the past three years.

2023 survey by the Ponemon Institute

$5.72 milion

Is the average cost of a data breach in the energy sector significantly higher than the global average of $4.45 mil.

IBM "Cost of a Data Breach Report 2023"

60%

Of utilities in North America are still reliant on outdated legacy systems, which are more vulnerable to cyber-attacks.
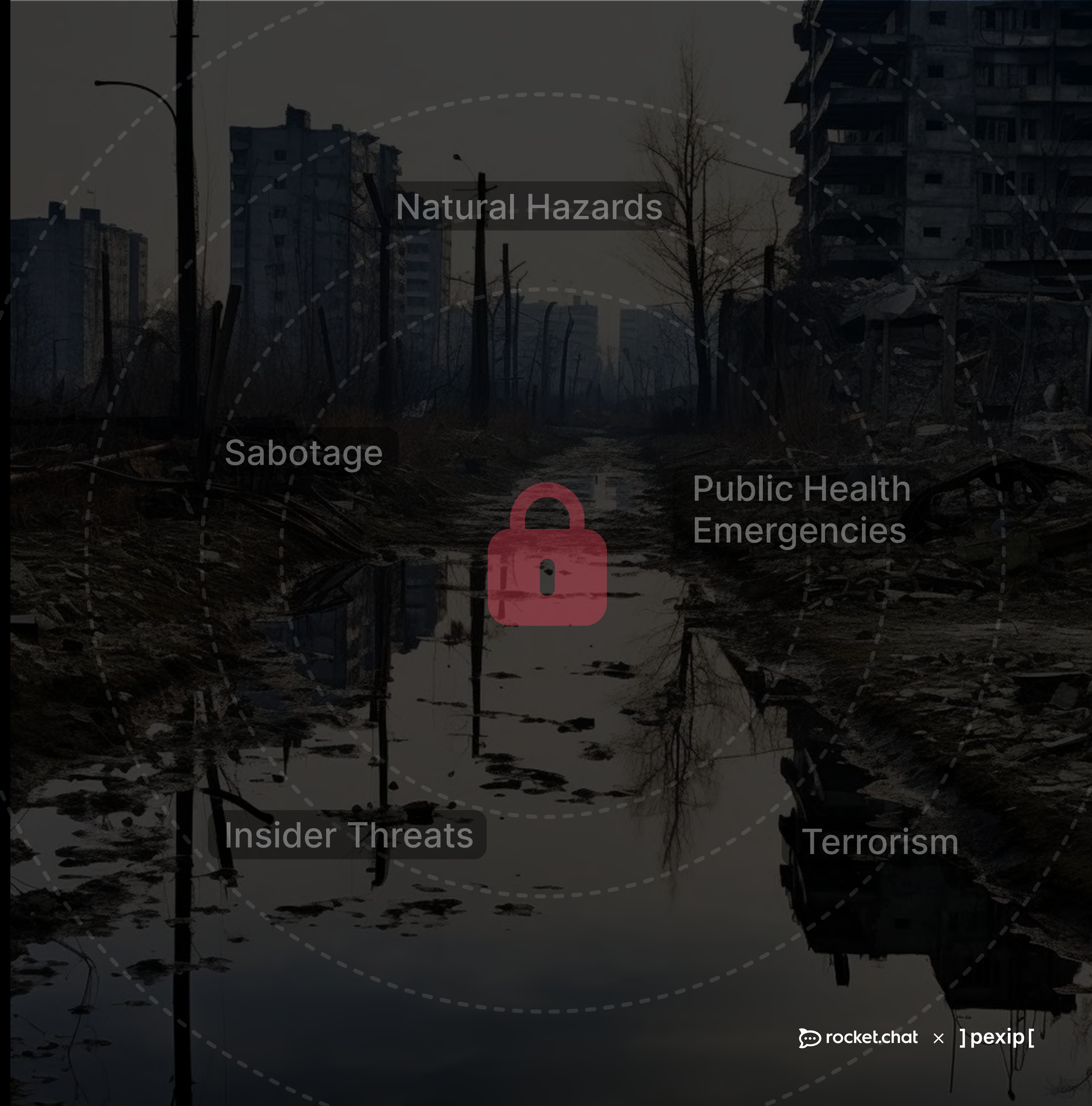
The Forbes

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Enabling critical entities to prevent, resist, absorb, and recover from disruptive incidents

Unified, secure communication for critical infrastructure

Organizations managing critical infrastructure—such as utilities, energy, transportation, healthcare, and finance—rely on secure, real-time communication to maintain operational efficiency and safety. **Rocket.Chat**, the open-source, customizable platform, empowers organizations with seamless collaboration while ensuring compliance with industry standards. To further enhance the security and efficiency of communications, Rocket.Chat is integrated with **Pexip**, a leader in secure video conferencing solutions.

Together, Rocket.Chat and Pexip create a unified communication solution for critical infrastructure. The solution facilitates **text, voice, and secure video meetings**, offering a comprehensive platform for incident response, routine operations, and critical decision-making processes.

Natural Hazards

Sabotage

Public Health Emergencies

Insider Threats

Terrorism

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Flexible deployment
options and best alternative to cloud-based solutions

For organizations required to adhere to data sovereignty or data location legislation. Easily tailored to comply with regional organizational security requirements.

#1 Skype for Business Server replacement for secure and compliant collaboration

If cloud-based Microsoft Teams is not an option for your organization, the time to act is now. Look for an on-premises or sovereign cloud alternative with mission-critical data sovereignty features.
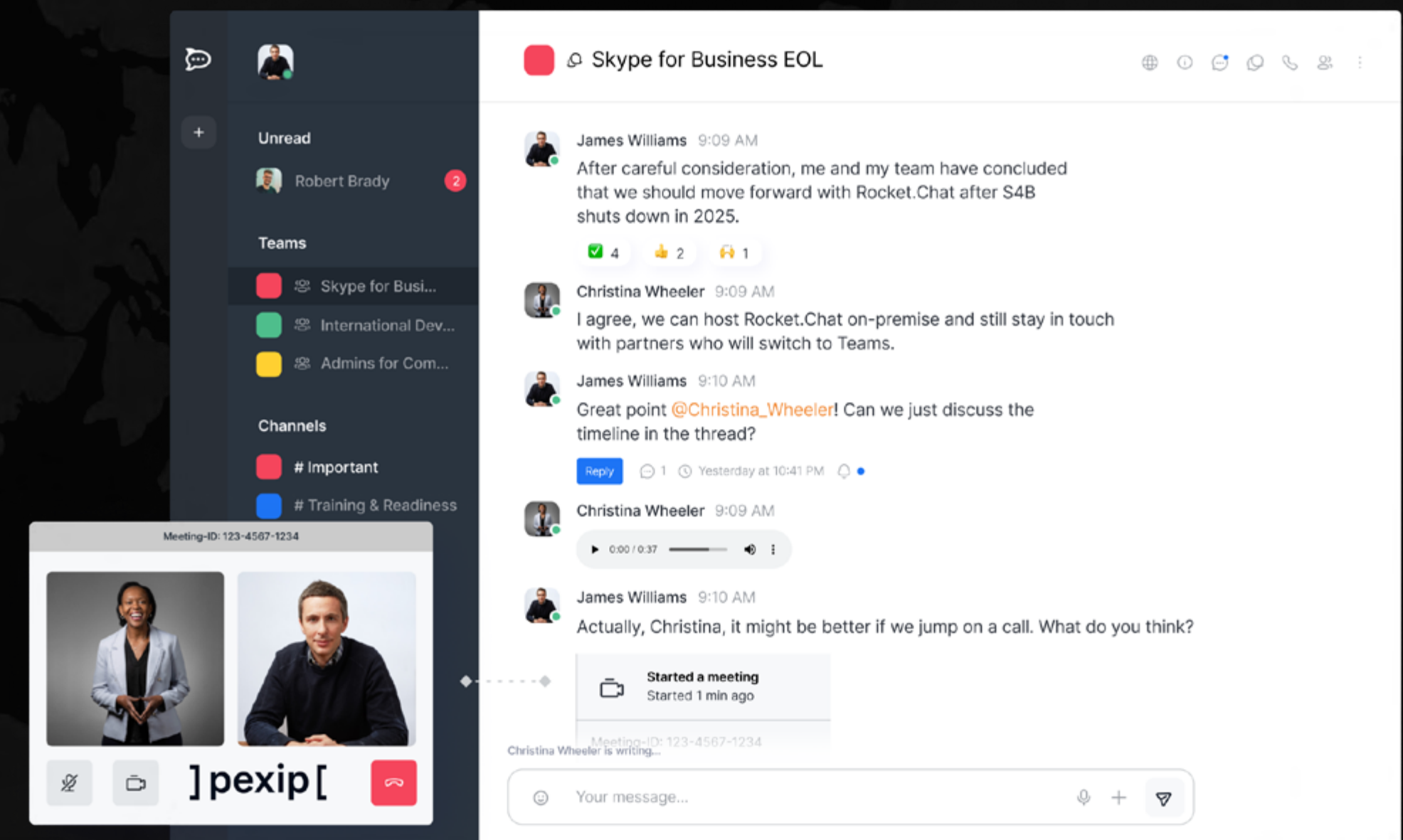
Learn more

Enhance preparedness, response, and international cooperation.

One platform for seamless collaboration with internal teams, external suppliers, regulators, and the general public.
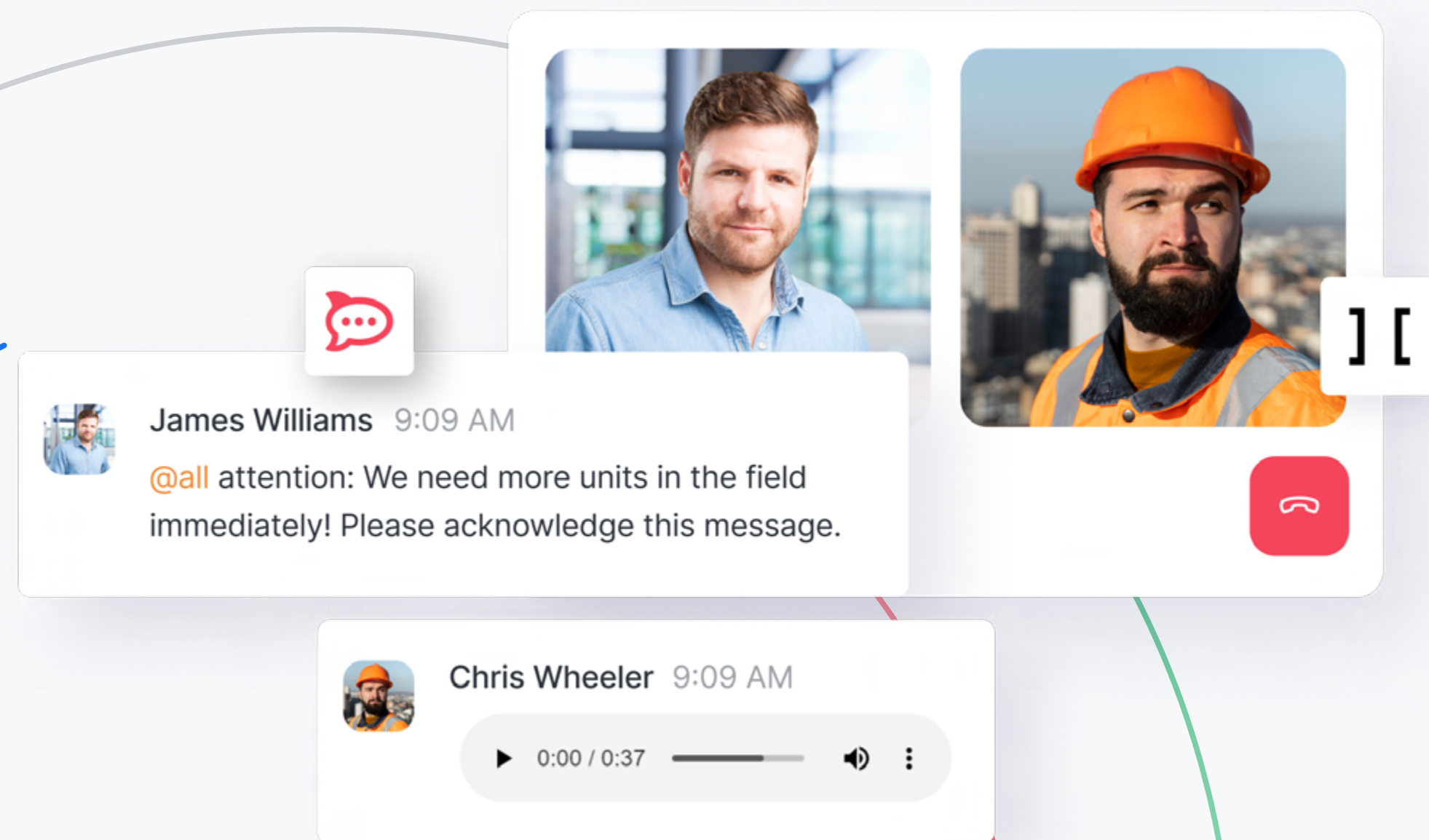
01 Unify a hybrid workforce

Utilize real-time chat, video conferencing, and file sharing to connect the office and distributed field workforce. Rocket.Chat is accessible from any device, keeping everyone in sync regardless of location.

02 Coordinate with external partners

Collaborate with external stakeholders directly from Rocket.Chat, regardless of which tool they use. Ensure federated, effective communications in emergencies, joint projects, and regional coordination efforts.

03 Respond to public inquiries

Leverage the built-in customer service capabilities to engage with your communities via their preferred channels. Provide agent-assisted or automated responses to public inquiries, feedback, and complaints.

04 Increase organizational resilience

Ensure out-of-band communication during a cyberattack, natural disaster, or operational incident. Coordinate responses, share critical information, and stay connected and aligned even in the most challenging circumstances.

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Juvare, a global leader in critical incident management, utilized Rocket.Chat to innovate on the emergency preparedness playbook

Juvare is a leader in emergency preparedness, critical incident management, and response technology, connecting over 80% of state public health agencies, 3,500+ hospitals, 50+ federal agencies, and 500+ emergency management operations across the greater U.S., as well as a rapidly expanding international presence.

> "Offering a modern embedded chat option for our clients provides real-time collaboration, improves user experience, promotes proactive problem solving, and enhances situational awareness. Crisis communication is critical, so providing faster response and easy access to internal and partner resources is a great value-add for those who use our products."

Bryan Kaplan
EVP, Chief Information & Security Officer of Juvare

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Why critical infrastructure organizations choose Rocket.Chat and Pexip

They are built for mission-critical environments and provide the guardrails and safety net the critical infrastructure industry can't treat as optional.
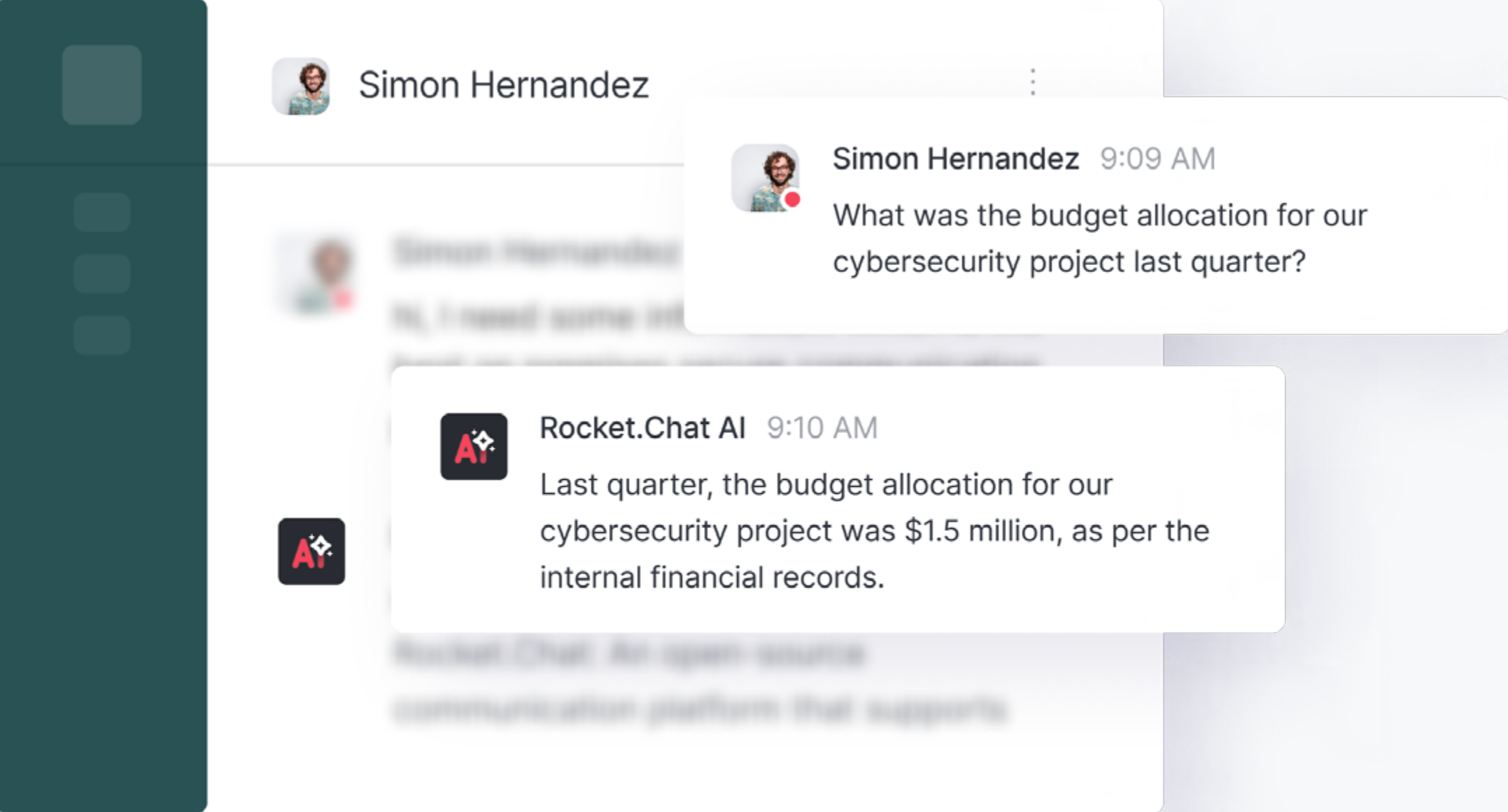
01   Data ownership and sovereignty

Utilize real-time chat, video conferencing, and file sharing to connect the office and distributed field workforce. Rocket.Chat is accessible from any device, keeping everyone in sync regardless of location.

02   Secure communication

End-to-end encryption and identification-only push notifications keep conversations private and confidential, ensuring the integrity and reliability of your operations.

03   Access control and data governance

Maintain control over your communications ecosystem. Audit conversations, access detailed auditing logs, control access to sensitive information, and use moderation capabilities.

04   Secure AI for operational excellence

Implement an on-premise AI solution that can be securely enriched with proprietary information. Summarize lengthy discussions and provide contextual insights to facilitate faster decision-making.

05   Regulatory compliance

Adhere to industry regulations and standards for secure communications to avoid fines and reputational damage. Rocket.Chat is ISO 27001 certified, SOC 2 compliant, and supports compliance with GDPR, NIS2, and CCPA.

NIS2 compliant solutions

The EU Parliament's NIS2 Directive includes a crystal-clear requirement for backup and disaster recovery to ensure business continuity and effective incident response.

Secure backups and in-depth reporting

Secure backups and comprehensive reporting, are essential for quick recovery from cyber incidents and maintaining business continuity.
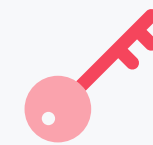
Disaster recovery & crisis management

Swiftly restore data after cyber-attacks, human error, natural disasters, or system failures to minimize downtime and financial loss.

Auditability

Regularly inspect and analyze backup systems, logs, and reports to ensure compliance and operational effectiveness, verifying data integrity and availability.

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How to ensure NIS compliance with Rocket.Chat and Pexip?

Own your data
Host in your own infrastructure, giving you full control of your data and avoiding vendor lock-in.
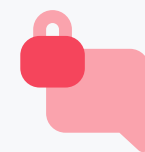
Granular restoration
Restoring your workspace data is easy and precise when you need to act fast.

Granular and automated retention policies
Automatically delete old messages and files in your workspace based on custom, granular rules.

Message audit panel
Audit and export conversations to monitor important information, lowering the risk of insider threats.

Dynamic user groups
Retention policies for dynamic groups ensure compliance with data regulations.

Security at the core
Rocket.Chat is ISO 27001 certified and applies full E2EE among other data security measures.

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How we **compare** to other platforms?

Critical National Infrastructure organizations trust Rocket.Chat and Pexip
to keep their data secure and enhance business resilience.

Why CI organizations choose Rocket.Chat	Rocket.Chat	Element	Mattermost	Slack	Microsoft Teams	Skype for Business
Digital sovereignty	✓	✓	✓	✗	✗	✗
End-to-end encryption	✓	✓	✗	✗	✗	Limited
180+ advanced role-based permissions	✓	✗	✗	✗	✗	✗
Private network deployment (cloud, on-prem, or air-gapped)	✓	✓	✓	✗	✗	✗
Interoperability - Federation capabilities built on Matrix	✓	✓	✗	✗	✗	✗
Omnichannel citizen engagement (SMS, email, WhatApp, and other)	✓	✗	✗	✗	✗	✗
White labeling	✓	✓	✓	✗	✗	✗
MIT Open Source license (all editions)	✓	✗	✗	✗	✗	✗

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