

Xylem's Progress on its Secure-by-Design Pledge

At Xylem, delivering secure solutions is at the core of how we do business. That's why in May 2024, Xylem joined 67 other leading cybersecurity and software vendors as an early [signer of CISA's Secure-by-Design Pledge](#).

One way we live up to our responsibility as a signer of the Pledge is by making it easier for our customers to receive and apply security patches.

Drive improved customer patching hygiene

Pledge: Within one year of signing the pledge, demonstrate actions taken to measurably increase the installation of security patches by customers.

Xylem Hosted & Managed Solutions

With Xylem hosted solutions, we remove the burden from our customers to manage security by providing solutions that are updated continuously through a process of new features deployments, bug fixes, and security patches - including evaluation of our software supply chain.

Customer Hosted & Managed Solutions

Xylem recognizes some customers need to manage their own infrastructure and support this with our [shared responsibility model](#). In this model, we follow the same rigorous security process as with our Xylem Hosted & Managed Solutions for developing features, bug fixes and security patches, and allow customers the autonomy to deploy the upgrade on their terms. We ensure our customers are well-informed of the latest security updates for their products through multi-faceted communications.

A Long-Term Commitment to Patch Enablement

Making security easy for our customers is not a new concept for Xylem - it's the way we do business. We continue to evolve our cybersecurity capabilities to ensure we're staying on the forefront of security technology to benefit our customers and share our knowledge openly; which is why we were eager to sign the Pledge.

We invite our customers, partners, and industry peers to join us in making water infrastructure safer, smarter, and more secure.

Together, we help protect our most precious resources.