

Case Study:

Transportation & Logistics

Preventing Supply Chain Chaos and Protecting Corporate Reputation

Situation

An international transportation and logistics company who invested heavily in advanced IoT / OT capabilities over the last few years was facing a critical dilemma. The IoT applications & devices that gave them a competitive service and margin advantage had become their largest cyber attack surface. Corporate Compliance and Risk identified the IoT attack surface as the top threat to the company because of potential disruption to operations, impacting customers and profitability. In addition they were alarmed about reputation damage in the event of a breach and data theft. Competitors like ForwardAir and Maersk had suffered cyber attacks that crippled operations, disrupted customer supply chains, and resulted in losses totaling hundreds of millions of dollars, so the industry was already on notice.

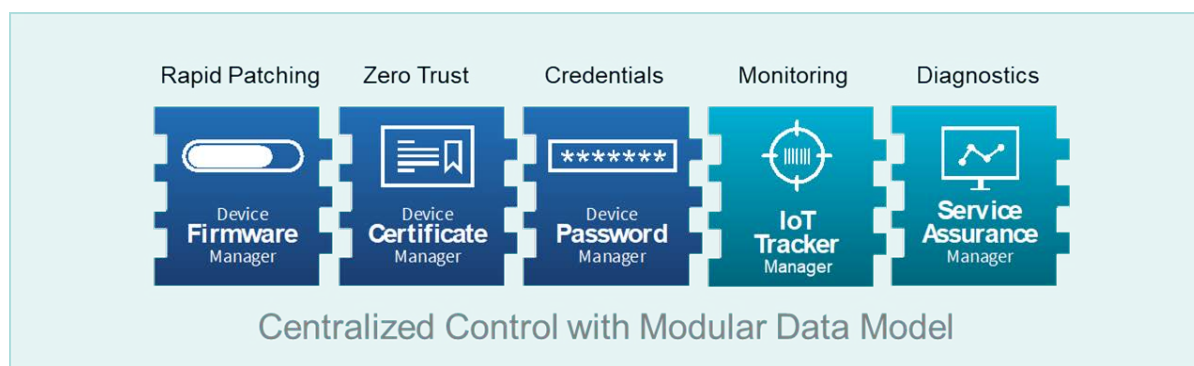
The Board required a plan to make sure that all network-connected devices, whether IT, IoT, or OT would be visible, operational, and secure. Existing Zero Trust programs would be extended to IoT/OT, and compliance and audit policies would be updated to include IoT/OT devices. Across the company there are over a 1 million IoT devices operated by over a dozen separate departmental teams, so the solution needed to be easy to deploy and operate at scale. The platform also needed to provide the ability to be run from a central location across multiple sites and geographies, integrate with existing CMDB security solutions, and support comprehensive reporting for audit purposes.

Solution

To address the Board's requirement the decision was made to focus on an IoT / OT management platform that could address both the operational aspects (service assurance) and cyber hygiene functions (rapid patching, certificate management, and password policy enforcement). They found that the Viakoo Action Platform™ was the only provider who could fully satisfy their requirements and had been proven to operate at the scale they required (with over 1 billion hours of production usage). Viakoo's bi-directional synchronization with existing Vulnerability Discovery engines and Threat Assessment solutions, and proven ability to integrate with their ticketing and CMDB provider, improved the value of their existing solutions.

Outcome

Starting with their largest set of IoT devices (physical security systems), a proof of value trial was performed with 1000 devices using Viakoo's Service Assurance Manager (SAM). Completed within weeks this gave the company proof that the solution lowered security risks, and also showed significant cost savings from replacing manual efforts to keep the devices fully operational. In essence, deploying Viakoo freed up resources critically needed on other security projects. With these results the company accelerated plans for deployment. Over 40,000 devices were onboarded in the first weeks, with plans to onboard an additional 50K devices each month following. Currently the solution is being extended to other divisions and recommended to supply chain partners.



Master the security of your cyber-physical systems with the Viakoo Action Platform.