

CASE STUDY

Eye protects Jan de Rijk Logistics

Heino Kempers and Fred Westdijk of Jan de Rijk Logistics on why Eye Security was the right choice for their family-run logistics company.

Overview

Jan de Rijk Logistics manages over 850 trucks every day for a wide variety of transport customers. With an increasing reliance on automated processes – and higher security expectations from customers – the company needed to find a cybersecurity partner who understood their business.

1000+

trucks managed per day

14

countries of operation

1400

members of staff



You need to be prepared

Customers today require their logistics partners to have robust cybersecurity. According to Kempers, this interest is driven partly by regulation – which is why the company is currently focusing on ISO 27001 certification – and partly by growing awareness of risk and the need to be prepared.

According to Jan de Rijk's ICT Director, Henio Kempers, the push to automate, optimise and digitalise means cybersecurity is more important than ever. *'The dependency on technology is increasing every day. Putting measures in place is critical.'* And for a logistics business like his, the stakes are even higher. *'The moment there is a critical fail, the impact is enormous.'*

'If one link in the chain isn't working,' says Fred Westdijk, CEO, *'the whole chain comes to a stop.'*

The impact of an attack on such an interconnected business can continue for months – affecting not only the company but their 800 customers, who *'can suffer catastrophic losses quite quickly.'*

Safeguarding operations is therefore vital to the company's reputation. But with so much at stake, how best to go about it?

"If one link in the chain isn't working, the whole chain comes to a stop"

Fred Westdijk, CEO

Outsourcing cybersecurity just made sense

A cyber attack, Kempers says, is *'my worst nightmare... it's always in the back of my mind. You know it's inevitable. You need to be as ready as possible.'*

The company has always made cybersecurity a priority, investing heavily in its IT environment. But when the team performed a simulated run-through of an attack, the gaps began to show.

'We tried to communicate to all staff that "we have been hacked, so please don't use your laptop,"' says Westdijk. *'Do you know how long it takes to inform 1,400 staff they cannot use their phone and their laptops? Not an easy task... We stumbled upon many, many things. You can't make a WhatsApp group of more than a hundred people – for example.'*

For Kempers, the decision came down to resourcing. Cybersecurity is a specialised and rapidly-evolving field. In the current labour market, he says, hiring people with that level of expertise who can keep up with all these changes just isn't practical.

'Cybersecurity is a process,' says Kempers. *'You start by thinking about policies and procedures, then creating awareness, making sure you follow the best practices when it comes to networking, endpoint security, patch management, making sure all your software is up to date. What was missing was proactive monitoring of our environment.'*

Eye Security was the most approachable, accessible – and fair

For Kempers, the biggest benefit of outsourcing cybersecurity is having a neutral party looking after the IT environment 24/7, able to provide expert support when needed.

Jan de Rijk had been talking to other cybersecurity companies, but, says Kempers, *'I got the perception that they were more like an insurance policy.'*

From the beginning, Eye Security felt more like a partner. *'I really believe in partnerships,'* he explains. *'I expect a partner to fill in the blanks I can't fill.'* Eye Security's approachability was a deciding factor. Other companies were *'focused on big corporates, less than on the mid-sized or mid-sized-plus companies like us,'* he says. *'It feels like we are on the same level.'*

The other factor he cites is simplicity. Unlike competitors with overcomplicated plans, Eye Security *'simply implemented what needed to be implemented.'*

'The pricing of the service is very transparent and fair,' says Westdijk. *'It's based on endpoints. You have influence on the total price by choosing how you set it up.'* And onboarding was seamless – within a couple of days, the company's 500 endpoints were equipped and ready for monitoring by Eye Security.

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Henio Kempers, ICT Director



You need to experience how it works

Jan de Rijk cites their dealings with Eye Security as an example of *'how partnerships should work'* – with Eye Security not only providing the agreed services, but going above and beyond with advice specific to their needs.

'The most pleasant surprise is that they are so accessible,' says Kemper. *'If you have any questions, you can contact them and they will help.'*

While major incidents have been avoided, the company has experienced some small incidents that they might not have been aware of had it not been for Eye Security.

'You need to experience how it works,' says Kempers. *'You notice that they inform you about things you need to solve – but also about incidents that have been prevented proactively. That builds trust.'*

"The most pleasant surprise is that they are so accessible, If you have any questions, you can contact them and they will help."

Henio Kempers, ICT Director