

CASE STUDY

Eye protects KeyTec

Manufacturer KeyTec Netherlands reduces cyber risk with 24/7 monitoring from Eye Security

An increase in digital threats combined with inbound customer enquires about their security arrangements prompted manufacturer, KeyTec Netherlands, to conduct a review of its cyber security arrangements. With Eye Security's 24/7 monitoring, KeyTec Netherlands has quickly modernised its security standards.

The office automation at KeyTec Netherlands has been outsourced to IT partner ISL Automatisering. "They also took care of our security with an antivirus and antimalware solution," says Rik Jaeken, Development and Process Engineer Plastics & Assembly at KeyTec Netherlands, also responsible for IT matters at the company. "But newspaper reports about companies being hit by ransomware soared, as did the threat of digital attacks. Add in the inquiries we received from key customers about how we ensure their data is safe with us and we realised was time to review our current security capability."



KeyTec

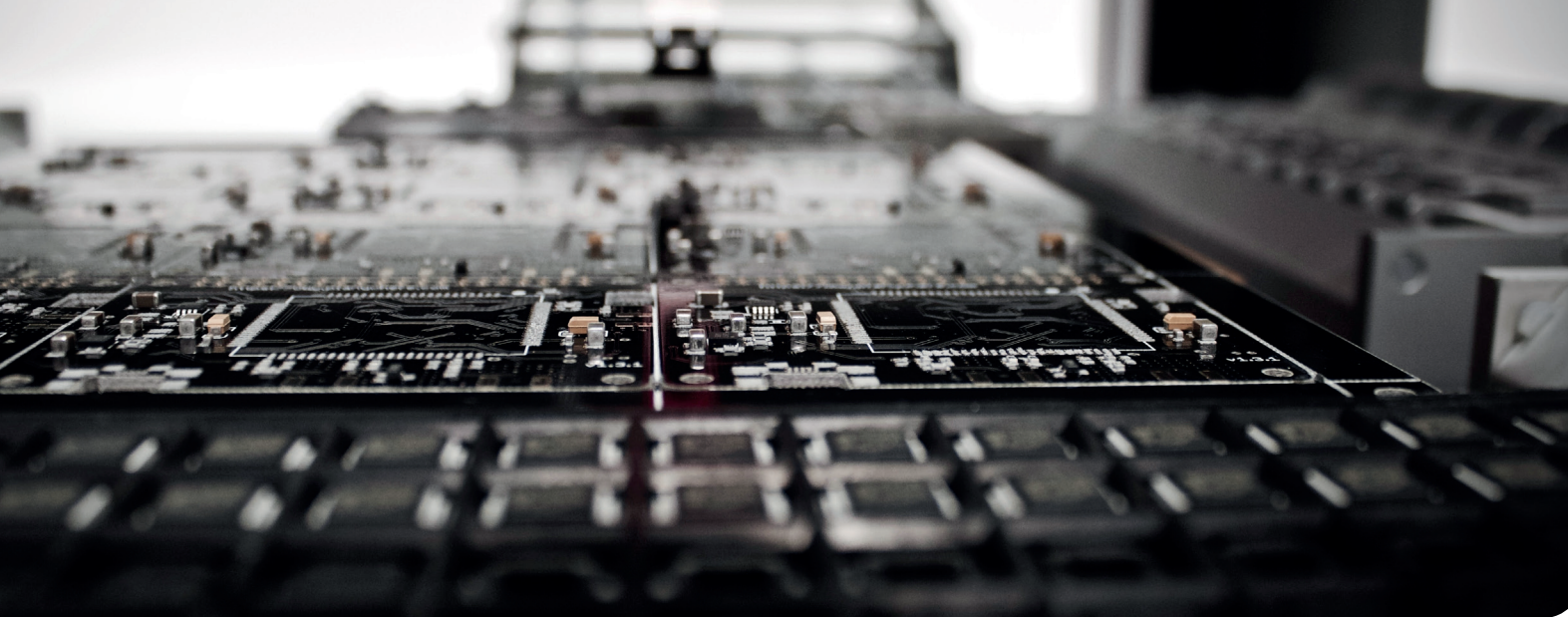
KeyTec is a privately owned, global manufacturing company founded in 1999 by a divestment from Philips Electronics in The Netherlands. The company has branches in the Netherlands (in Sittard and on the High Tech Campus in Eindhoven), China and the Czech Republic and employs around 1,000 people worldwide. The Dutch manufacturing activities, housed in KeyTec Netherlands, are concentrated in the Sittard branch where high precision metal parts and plastic components from small to mass-volume quantities are manufactured by means of deep drawing, injection moulding, laser welding and precision assembly. The KeyTec International head office is in Eindhoven.

Chain security

Jaeken cites the examples of Maersk, Netcar and Mediamarkt, who all became victims of a cyber-attack. "Attacks can be detrimental for your business operations and your image. That's no different for us," he says. If KeyTec were to be hit by ransomware, for example, the production systems might not halt immediately, but ultimately the organisation would need to access data in order to continue manufacturing. "We might be able to continue for a while, but eventually production would come to a halt. Moreover, we didn't want to be at risk of being a weak link in our supply chain by not properly securing sensitive customer data."

Distinctive service

All KeyTec branches manage their own security and automation. So Jaeken went looking for security providers, among them Eye Security, to carry out an independent security test of KeyTec's systems. "We had previously watched a webinar by Aon where Eye's services were extensively discussed and that immediately appealed to me. Eye distinguished itself through the 24/7 monitoring they offer. The other providers also offered things like awareness programmes and phishing campaigns, but continuous monitoring of our systems with CrowdStrike's software was really the main reason we chose Eye." Importantly, Jaeken noted that Eye likes to work collaboratively with KeyTec's existing IT partner, "we work together in a strong triangle."



Immediate action when deviations occur

The implementation went very smoothly, says Jaeken. *"We started with a kick-off meeting, where our IT partner was also present. During this meeting, we were able to show how our systems are set up and also discussed the requirements we wanted Eye's software to fulfil."* The actual installation of the security software was carried out by ISL Automatisering. *"That went very smoothly, we didn't encounter any peculiarities and our employees didn't notice a thing,"* says Jaeken. *"Within a month we had everything up and running."* The big advantage of Eye's service is that KeyTec's systems are monitored 24/7 for deviations in regular and expected patterns. *"When the software detects something abnormal, Eye's specialists can intervene immediately. That gives a lot of peace of mind."*

Anomalies signalled and verified

KeyTec benefited from Eye's detection capability on a number of occasions. For example, when an employee put a Chinese-made USB stick in his workstation, *"I immediately received a message from Eye that they had blocked the stick because a virus-like program had been detected on it."* Another time, Eye's software detected an unfamiliar action on the network. That turned out to be a deliberate installation of an ERP package. *"It is comforting to know all deviations are detected and verified. Eventually the software will increasingly learn which patterns belong to our network and which do not."*

"Not only are we seeing employees improving in signalling suspicious emails, but people are even starting to alert each other if they see something that doesn't add up."

Rik Jaeken, IT-Manager

Phishing campaigns

When KeyTec's security was initially tested, it appeared the company held up to scrutiny, but there was also room for improvement. Recently, Eye and KeyTec conducted their bi-annual consultation. *"The results of that were very positive. Our systems are well protected but inevitably there are still some small improvements to be made."* Jaeken is also pleased with the phishing campaign Eye is conducting amongst KeyTec's employees. *"Not only are we seeing employees improving in signalling suspicious emails, but people are even starting to alert each other if they see something that doesn't add up. We are very happy with that."* Jaeken is very satisfied with Eye Security. *"They are very quick to respond to events. When a vulnerability in Java was recently found, we were notified immediately, even before it appeared in the media. Very trustworthy."*

