Finding the right formula for true cybersecurity

DONAU CHEMIE

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Donau Chemie Group

Robust endpoint protection and comprehensive cybersecurity training for employees and IT professionals delivers impressive return on investment

Manufacturing and distribution

- Headquartered in Vienna, Austria
- Kaspersky Lab Endpoint Security Advanced
- Kaspersky Lab Cybersecurity Awareness Training

Today the Donau Chemie Group employs more than 1,000 people in 11 countries, in Europe, the US and the Phillippines.

The group is highly diversified and comprises four business units. The portfolio ranges from production and distribution of basic chemicals, manufacture of application-specific compounds, the production and distribution of activated carbons, lease and sale of filters, engineering and construction of air and gas cleaning plants, up to facilities for the development and production of consumer goods in the field of cosmetics, household and technology. Its 2017 revenues exceeded €340 million.

Challenge

Donau Chemie's ongoing success relies on the uninterrupted operation of its manufacturing centers, the skills of its scientists and the expertize of its sales, marketing and customer service teams. Meanwhile, secure, reliable and integrated IT keeps the company running smoothly and efficiently.

The security of its IT is especially important as it manages large volumes of valuable data, including its own manufacturing formulas and processes. It also has to safeguard its own confidential corporate data and that of its customers and suppliers, as well its employees' personal information.

IT Manager, Christian Lang, is responsible for ensuring the IT security of around 500 Donau Chemie employees in Austria and Germany. In 2016, the company was facing increasing threats from cybercriminals targeting businesses with ransomware, and so Christian decided to review the marketplace to ensure that robust defenses were in place to protect the company, its people, trading partners and assets.

"I was concerned that our existing protection was not providing the level of security that we needed," explains Christian, who joined Donau Chemie as a student and has been with the business for 26 years. "So, we began a detailed evaluation of a range of products to identify the solution best suited to our specific requirements.

"Individuals are vulnerable to being deceived by innocent-looking emails or webpages. I wanted to provide our people with access to the best advice and guidance to help them avoid the dangers and operate carefully, safely and with good habits, when using their IT at work. For me, this is where good IT security really begins."

"We achieved a return on investment within five months and we're saving at least €45,000 per year by operating more safely and securely."

Christian Lang
IT Manager
Donau Chemie Group

Confidence

Cybersecurity training that works - and employees and IT professionals trust

Security

Successful endpoint attacks reduced to zero

Control

Management console ideal for small IT team. Training provides reassurance that the business is doing all it can to stay safe

Cost

ROI in just five months and annual savings of €45,000

Kaspersky Lab Solution

"After a thorough review we selected the Kaspersky Lab Advanced Endpoint Security protection for all our people in Germany and Austria, principally for its excellent performance in identifying and blocking dangerous software.

"It was also a priority for us, with a small IT team, to be able to manage the solution easily and to be able to quickly check on its performance. Kaspersky Lab's management console gives us the ability to do that.

"It is intuitive, feature-rich and simple to use and has also enabled us to improve our patch management to ensure our protection is up to date, against all the latest threats. And since we deployed the solution in 2016 we haven't had a single successful attack, which is great!"

Once Christian was confident that the Kaspersky Lab solution had been successfully deployed, he turned his attention to his cybersecurity training requirements. More than 80% of all cyber incidents are caused by human error. But traditional training programs intended to prevent these problems are increasingly failing.

Christian added: "I soon realized that traditional training methods don't really work and so I was happy to learn that Kaspersky Lab has a computer-based cybersecurity skills training platform (Kaspersky Security Awareness Platform) that would not only educate our people, but also measure how successful the training has been.

"All of our people are now on the platform working their way through the modules. Kaspersky Lab is doing a great job and we had a very good onboarding session. They're constantly adding new content to keep the training fresh and generally supporting us to make the most of the platform."

1,000
employees

€340M
annual revenues

€45,000
saved annually through
cybersecurity training

Clear, short and concise

"Users like it a lot. They've all experienced other training programs and, compared with these, I get a lot of positive feedback. In particular that the content is really targeted towards end-users, it's clear, short and concise and they feel that they've benefitted a lot," explains Christian.

"The platform generates phishing campaigns with mocked-up emails which are sent out to assigned groups to see how many users will open an attachment, click on a link or go to a website and enter their user names or passwords. The phishing campaigns are known as the Phishing Simulation part of the platform.

"Once we started the training there was a sharp decline and we are now down to a click rate of less than 2%. And the platform's auto-enrolment feature identifies the individuals concerned and automatically assigns additional training to help them avoid the dangers."

Following the success of the program for end-users, Christian then took the decision to enhance the training with one more Kasperky Security Awareness product, interactive online training for IT generalists, Cybersecurity for IT Online (CITO) for the company's core team of 10 professionals.
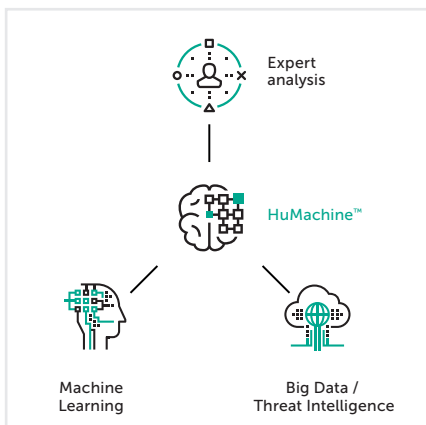
"My colleagues are working through the modules and the feedback is very positive. I know this because they tell me: 'it's very tough and I've had a lot to learn' – that's always a good sign," explains Christian.

"They particularly value the use of simulations which bring the real, day-to-day issues to life, to a very advanced level."

Measurement of the value of his investment is very important to Christian Lang and the Donau Chemie management team.

"We made some calculations to measure the value of our investment in the Kaspersky training platform, using published research data examining the costs to business of phishing attacks.

"This tells us that, by training our people this way, we achieved a return on our investment within five months and we are saving at least €45,000 per year by operating more safely and securely."

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