

Grenzebach

“ With ESET security solutions, we have a significantly higher level of protection – with up to 70% less administrative effort. ”

Benjamin Eckert, Manager of Global IT Infrastructure



INDUSTRY

Automation technology

WEBSITE

www.grenzebach.com

COUNTRY

Germany

PRODUCT

ESET PROTECT Entry
On-Prem, 2070 seats



THE CUSTOMER

Grenzebach Maschinenbau GmbH, founded in 1960, is a global leader in automation technology. The company serves the global glass, building materials and intralogistics markets with tailor-made solutions. In addition, Grenzebach also offers new application areas such as friction stir welding, the automation of additive manufacturing, or digital networking. With the digitization platform SERICY, customers can develop their future-proof digital know-how. Production sites in Germany, Romania, the USA and other worldwide agencies enable on-site customer service. More than 3,000 systems installed in 55 countries are proof of the system manufacturer's quality and reliability. The medium-sized company group has been owned by the founding family since its establishment and is one of the global players with an export quota of over 90 percent.



THE CHALLENGE

Due to the different production locations in connection with the international business activities, IT systems at Grenzebach play a key role from purchasing to the maintenance of existing systems. The key attributes that need to be protected here are reliability and high availability. To eliminate attacks on IT infrastructure and avoid data leaks, the company has been using server and endpoint security software for some time. However, the performance of the previously implemented solution was not good enough for the automation expert.

This was mainly due to the strong specialization, as Grenzebach used self-developed software most of the time. With the old security solution, this led to frequent false positive reports. These false alarms were a significant hindrance to the operational processes. Because in order not to risk a security leak, the IT manager had to check these messages manually and at great expense. A further complication was that by using uniform management software, the old security solution was not manageable worldwide. It was, therefore, almost impossible to get a quick overview of the overall security situation. Another weakness of the old solution was remote working. IT risks on devices outside the company network were not transparent, and category-based web filters were not available.



THE SOLUTION

When the license for the existing security solution expired, Grenzebach decided to look for new security software for the 1,700 servers, endpoints, and mobile devices. It had to meet all of the company's requirements, enabling secure and flexible use of IT resources both inside and outside the corporate network.

"After the survey phase, we knew exactly what our future IT security solution needed to look like to ensure all areas were covered. And at the same time, we could minimize the administrative effort", says Benjamin Eckert, Manager of Global IT Infrastructure at Grenzebach.

"As part of a product demonstration under the leadership of Seefried IT, ESET was then able to show how our company requirements for the future solution could be implemented."

The security concept is based on the ESET PROTECT management console in conjunction with ESET Endpoint Security. Thanks to this combination, Grenzebach can reliably protect all endpoints and mobile devices against cyber threats and manage them centrally.

The key benefit is that ESET PROTECT is cloud-based and can be operated via a web browser, enabling platform-independent management of all detection and countermeasures for all types of attacks. ESET Mail Security for Microsoft Exchange Server also ensures clean digital mailboxes, free from malicious emails and spam. This prevents the delivery of dangerous phishing emails and the infiltration of ransomware via the mail gateway. Finally, ESET File Security for Microsoft Windows Server secures the network drives and file servers of Grenzebach. The multilayered defense technology is very powerful in tackling ransomware, zero-day exploits and fileless malware attacks.



FROM PILOT PROJECT TO ROLLOUT

After successfully demonstrating the ESET solution, Grenzebach decided to test it in detail. As part of a three-month pilot project, the performance was put to a stress test. For this purpose, ESET PROTECT was installed on-site, and ESET Endpoint Security was deployed to approximately 20 clients. The ESET solution proved to work just as reliably and quickly as in the demonstration, even with the special infrastructure requirements in Grenzebach.

The pilot project was carried out by Seefried IT in cooperation with Grenzebach's in-house IT department. Due to the close cooperation, much of the knowledge transfer already took place during the pilot project. At the same time, many of the necessary IT security policies had already been developed and verified in the pilot project's test system and could then be adapted accordingly. In addition, compatibility with proprietary software solutions was tested in detail.

"Based on our experience with our previous security solution, stable functionality and 100% compatibility with our IT environment were top priorities when choosing a new IT security solution," says Benjamin Eckert. "We were already convinced by ESET's solution in the pilot phase. Based on the insights gained, we immediately initiated a company-wide deployment."

After the end of the pilot project, a productive ESET PROTECT management console was installed, and parts of the configuration from the test phase were transferred to it. It was necessary to install proxy servers and make various adjustments to the firewall at the perimeter of the corporate network to ensure connectivity to the company's locations around the world and to employees working remotely.



IMPRESSIVE RESULT

The use of the new security solution is proving successful. After implementation, IT security efforts were reduced by 60 to 70 percent. This is mainly due to the central security management of all systems worldwide via a single management server. In addition, IT security directives can be implemented much more easily, clearly and, above all, more quickly.

Integrating additional clients is also easier than before. Since almost no false positives are detected with ESET's solution, the post-classification work is largely eliminated. ESET PROTECT's automation and reporting capabilities greatly simplify operations. This leaves the IT team with more time for other tasks.

"By directly connecting both internal and external employees to the ESET management server, security risks are much more visible. Countermeasures can be initiated earlier," says Florian Seefried, Managing Director of Seefried IT. "Our customer can thus implement flexible work concepts faster and more safely."

Grenzebach Maschinenbau is also well prepared for future expansion. ESET's proxy concept makes it much easier to connect branch offices. The solution scales with the company's growth. Additional locations can be connected at any time without having to change the security architecture. In addition, Grenzebach Maschinenbau is considering integrating additional security components such as endpoint encryption, cloud sandboxing and cloud security.

KEY BENEFITS FOR GRENZEBACH

- Reliable multilayered protection
- Central cloud-based management
- Great visibility of the network
- Elimination of false positives
- Minimal administrative effort