

A leading American multinational home appliance manufacturer implements NanoLock OT Defender to enhance its security and optimize its operations.

The company is adopting a widely recognized cybersecurity framework and is currently in the process of defining its internal policies and procedures to align with industry best practices.

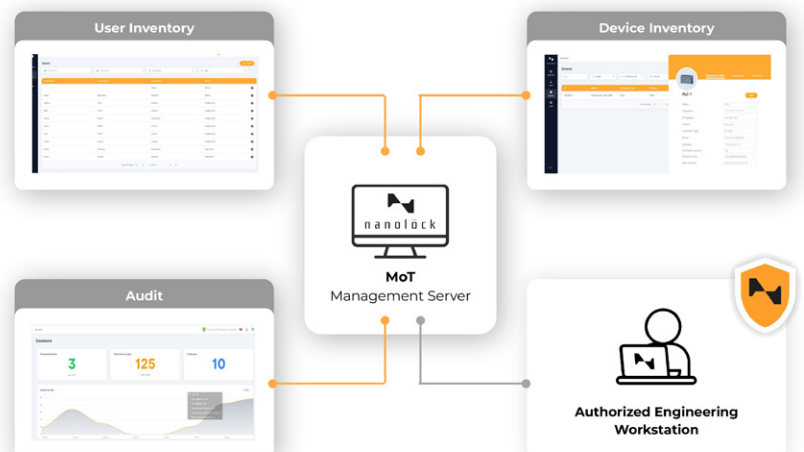
Company profile:	Large appliance manufacturer
Annual revenue:	US\$20B
Employees:	Over 10,000
Number of facilities:	37+ locations across the globe

A leading American multinational corporation is a prominent manufacturer of home appliances. The company owns several well-known brands that produce common household items used on a daily basis, such as refrigerators, dishwashers, washing machines, and cooking appliances. These brands have become trusted names in households worldwide, known for their reliability, efficiency, and innovative features.

The Challenge

Managing a global network of PLCs across multiple plants and addressing the evolving threat landscape

The multinational corporation faced significant challenges in managing and securing their Programmable Logic Controllers (PLCs) across more than 37 plants worldwide. With multiple PLC vendors in use, the company struggled to maintain control over who made changes to the PLCs, when these changes were made, and whether the individuals making the changes were authorized to do so.



The company recognized the need to lower its risk profile and address the evolving threat landscape in an agnostic manner, using a single tool across their global operations across multiple PLC vendors. They currently have an IDS solution deployed for asset monitoring purposes and utilize a separate solution for Disaster Recovery (DR) purposes. The OT cybersecurity team recognizes that their currently deployed solutions are only part of the equation, as they cannot perform PLC-level authentication for all their devices, including legacy devices, leaving them with no visibility into login activities or changes made to older PLCs.

The company also faces challenges in asset visibility, as the corporate level lacks a comprehensive understanding of where all assets are located, highlighting an area of immaturity that the OT cybersecurity team is actively working to address.

Legacy PLCs present another weak point for the company, with some PLCs being 20-30 years old, limiting the ability to upgrade or replace them. While the OT cybersecurity team recognizes the need for enhanced security measures, the company's culture is not yet fully aligned with these objectives. As a result, the current focus is on tackling the IT side of the shop floor first, as it has been repeatedly targeted by cyber threats.

Furthermore, the company has air-gapped PLCs that the OT cybersecurity team cannot secure, and the prevailing culture assumes that these PLCs are safe due to their isolation. However, the OT cybersecurity team recognizes that both equipment and people remain vulnerable in these environments, highlighting the need for a change in mindset.

The Solution

Implementing Multi-Factor Authentication for Enhanced PLC Security

NanoLock's solution was chosen for its comprehensive approach to securing PLCs, as well as its ability to address the unique challenges faced in complex OT environments. It was essential for the company to address its lack of visibility into actions being taken on its PLCs while limiting access to PLCs. NanoLock offered a solution which gives the OT teams the ability to manage the plant's PLCs with access controls. The successful implementation of Multi-Factor Authentication (MFA) at the PLC level, along with detailed audits of devices and users was a key factor in the company's decision. NanoLock's solution provides security across multi-vendor environments, including legacy devices. It seamlessly integrates with existing systems, ensuring a smooth deployment and minimal disruption to operations.

Results and Benefits

- Applying device level protection to new & legacy devices (compensating control)
- Audit trail from the OT floor
- Multi-vendor management system
- Fast & easy to deploy
- Maintaining business continuity

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