

Supermarket Chain Delivers Next-Generation Cybersecurity

Large grocery retailer elevates security posture with faster threat resolution, improved endpoint performance, and enhanced user experience



The company is a large supermarket chain serving many customers and operating one of the country's largest distribution centers. The retailer's commitment to innovative technologies and store brand products has contributed to its success and growth.

Industry

Supermarket Retailer

Bitdefender Footprint

→ GravityZone Business Security Premium

IT Environment

→ BlueYonder
→ Microsoft Active Directory
→ Microsoft Hyper-V
→ Microsoft SQL Server
→ SAP
→ Sistema TRESS
→ VMware ESXi
→ VMware vSphere

Operating Systems

→ macOS
→ Microsoft Windows

The Challenge

It was the last straw for a major supermarket chain. After more than 600 computers experienced sluggish performance, IT discovered cryptojacking software was consuming server resources. Since the company's security software had not detected the malware, IT contacted several security vendors for assistance and engaged with Bitdefender. After Bitdefender removed the malware, the retailer performed a detailed review and testing of Bitdefender GravityZone and other several alternative security solutions.

The retailer's infrastructure manager, says, "We standardized our security environment on Bitdefender GravityZone because it provided comprehensive endpoint protection and supported a wide variety of operating systems, including those older than Windows 10. We also liked that GravityZone had a low impact on our computing memory and disk space. The GravityZone unified console was intuitive and easy to use and made it simple to configure granular policies. We also were impressed with Bitdefender's deployment and customer support resources that would be available to us."

The Solution

The supermarket chain uses Bitdefender GravityZone Business Security Premium to safeguard approximately 2,500 endpoints with ransomware prevention and mitigation, attack forensics, and network attack defense. GravityZone's multiple defense layers continuously monitor the network to uncover suspicious activity and provide sophisticated tools to defend against cyberattacks.

The retailer's endpoints protected by GravityZone include macOS and Microsoft Windows workstations and servers. GravityZone also shields the company's application and virtual environments, such as BlueYonder, Microsoft Active Directory, Microsoft Hyper-V, Microsoft SQL Server, SAP, Sistema TRESS, VMware ESXi, and VMware vSphere.

The Results

Bitdefender's first task for the supermarket chain was to address the cryptojacking software, recalls the infrastructure manager: "We installed Bitdefender GravityZone on one endpoint and from there we were able to discover, analyze, and identify the malware. After we rolled out Bitdefender across our environment, we eliminated the malware."

GravityZone has enabled IT to implement Web access and device control, strong home office security policies, internal relays and blocking of internet access for legacy systems, and real-time monitoring of endpoints and potential threats.

The infrastructure manager states, "With GravityZone's risk and incident analytics, we've gained more control and visibility over our infrastructure. We check security status and extract reports and use that intelligence to investigate and act when needed. Our users feel more confident and protected. The reports also have been excellent for internal and external auditing and compliance."

The supermarket chain credits Bitdefender GravityZone with increased efficiency. For example, due to Bitdefender GravityZone's low impact on computing resources and the removal of the cryptojacking malware, IT estimates endpoint processing time has been reduced by 50 percent. GravityZone's unified console also has greatly simplified managing, configuring, and maintaining the security environment.

"Before it used to take us one week to discover, investigate, and address a threat," explains the infrastructure manager. "Now, we can complete the same task in far less time. Because our infrastructure is more stable and secure, our volume of security-related support tickets has decreased significantly."

The relationship with Bitdefender also has yielded positive results: "Bitdefender is continually working with us to improve our security posture. The engineers consistently provide us with excellent support and have a helpful and positive attitude."

The supermarket chain's CIO adds, "Bitdefender offers premier protection of our entire endpoint environment. Because Bitdefender's team is dedicated to supporting both our business and cybersecurity goals, our systems and security IT staff have more time to enhance and further protect our perimeter and endpoint infrastructure. Bitdefender is one of the best partners we've ever had, and we look forward to working together for many years."