

# Cybersecurity Expertise in Retail

**Technology has long since transformed the retail industry, for shoppers and retailers alike. Today's constantly connected world has seen a digital transformation well underway in the retail supply chain.**

Every area of retail is touched by technology, and we're continuously moving towards the store of the future, with drone-based deliveries, RFID chips, electronic shelf-edge technology and block-chain based loyalty programs.

This growing attack surface makes retailers vulnerable to cyber attacks as a rich seam of credit card information and personal customer information means that retail is an irresistible attack target.

The main threat remains data theft. Retailers hold significant volumes of customer data and that's a valuable currency for organized crime groups or malicious insiders. The impact of data theft is hard to measure, but reputational damage, falling stock prices and customers taking their business elsewhere can seriously affect the bottom line.

This huge amount of customer data means that retail is one of the sectors most affected by the General Data Protection Regulation (GDPR). Storing data securely has never been more important and we're yet to see how punitive the first fines will be for those organizations that fail to comply.

No business can protect itself 100 percent against risk, but the threat of cyber attacks and online criminality is here to stay and retail will continue to be a key attack target. Customer data must be protected and retailers need to step up their cyber readiness to ensure that confidential information stays that way.

## Cybersecurity challenges in retail

- Cloud, IoT, online and mobile payments and big data are widely adopted, but this growing attack surface means sensitive data is more vulnerable to attack and data breach
- In-store technologies such as CCTV, POS systems, RFID tags, kiosks and in-store tablets add to the attack surface
- GDPR – understanding where all your data is held, ensuring that it is secure, and clarity around how it can be accessed and shared are top of today's retail challenges
- PCI DSS – while helping to reduce payment fraud, this will only remain effective if retailers continuously maintain the security controls they have put in place
- A constantly changing threat landscape with new threats emerging and existing threats becoming more sophisticated
- High staff turnover creates a heightened insider threat risk from employees mistakenly or maliciously causing data breaches
- Lack of consolidation means multiple security vendors are securing different areas of the business
- Growing number of personal devices on the network, which increases vulnerabilities that arrive via customer communications, interactions with third parties and use of contractors as part of the workforce
- Shortage of skilled security professionals in house results in shortcuts and inability to monitor and secure every part of the infrastructure.

**According to BRC research, more than half (53 per cent) of reported fraud in the retail industry is done online, representing a total direct cost to the industry of about £100 million.**

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## Our unique capabilities

We provide a broad range of managed security, risk and compliance services that we can deliver to your organization. Our experts have global reach and local resources and understand the specific challenges that you face in retail, both at a global and regional level.

Working with a network of trusted partners and NTT Group companies, we enable your cyber resilience using a combination of consulting, managed, cloud, and hybrid security services.

## Managed Security Services

The threat landscape is evolving, threats are becoming more frequent and more sophisticated and many retailers are struggling to manage all aspects of cybersecurity in-house. Partnering with NTT Security as your Managed Security Services provider gives you access to our world-class specialist organization and security experts.

We're here to provide you with end-to-end 24/7 monitoring, management, and support of your client data and security infrastructure. What really sets our Global Managed Security Services apart are our unique threat detection, advanced analytics, and unrivalled threat intelligence capabilities focused on your industry. Wherever client relationships take your business, you'll have peace of mind and

the convenience of being able to engage with one global provider for all your cybersecurity needs.

Our Managed Security Services also allow you to easily fulfil any recommendations made by our consulting services, and ensure you receive a unique end-to-end cybersecurity service relevant to your industry.

#### Continuous compliance and consulting

The consequences of data loss in cost, compliance and regulatory violations, damaged client confidence and firm reputation can't be ignored. Creating, implementing and managing a data loss prevention strategy is a significant challenge. That's where NTT Security comes in.

As consultants to major organizations around the globe, NTT Security fully understands the requirements of information security and risk mitigation for retailers. Our proven methodology

**On average, retailers spent around the same on (non-cyber) crime prevention in 12 weeks as they did in the whole of the previous year and nearly half of respondents have seen an increase in the number of cyber-attacks in the last year.**

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will significantly improve the security of your sensitive client data, protecting your revenues and your reputation.

In the UK, retail organizations must also be sure they handle notification of any data breaches correctly, because if a breach is subsequently found to be a serious infringement of the GDPR, potentially very large fines are available to the Information Commissioners Office (ICO). And in Germany, the German Data Protection Amendment Act (GDPA) has substantially changed the current German Federal Data Protection Act in order to align it to the GDPR.

Knowing about your compliance commitments and gaps is one thing – effectively filling them is another.

When you engage with NTT Group companies, you can be assured that NTT Security consulting experts will help shape each governance, risk and compliance policy and process from a strategic and technical standpoint.

This ensures that you are able to create a security infrastructure with the right security policies, processes, architecture, and expertise in place. External advice can be invaluable to evolve a comprehensive security strategy and, using our proven Global Enterprise Methodology consultancy delivery approach, we will enable you to understand your risk exposure and make informed risk management decisions.

#### The NTT Security 2018 Risk:Value research reveals that:

- Just 46 percent of retailers believe that all their critical data is secure
- 52 percent of retailers do not have an information security policy in place
- Of those retailers with a policy, only 37 percent believe that all employees are aware of the policy
- Loss of customer confidence would be the biggest issue for retailers following a breach
- 63 percent of retailers think that contractors and temporary staff are their weakest security link. And malicious insider threats will be the biggest risk to security in the next 12 months according to 36 percent of retailers
- Only 39 percent of global retailers have an incident response plan in place (the lowest percentage across all industry sectors)

#### About NTT Security

NTT Security is the specialized security company and the center of excellence in security for NTT Group. NTT Security delivers secure and resilient business solutions to enable clients' digital transformation needs. NTT Security has 10 SOCs, seven R&D centers, over 1,500 security experts and handles hundreds of thousands of security incidents annually across six continents.

NTT Security in the Nordics ensures that resources are used effectively by delivering the right mix of Managed Security Services, Security Consulting Services and Technology Solutions for our clients – making best use of local resources and leveraging our global capabilities. NTT Security is part of the NTT Group (Nippon Telegraph and Telephone Corporation), one of the largest ICT companies in the world. Visit [nttsecurity.com](http://nttsecurity.com) to learn more about NTT Security or visit [www.ntt.co.jp/index\\_e.html](http://www.ntt.co.jp/index_e.html) to learn more about NTT Group.

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