



CASE STUDY

# Global Pharma Expands OT Visibility and Strengthens Security

**The company resolved OT visibility challenges and addressed security risks across its distributed operational infrastructure.**

“ The Nozomi Networks solution allows this multinational pharma to see how all the assets on its OT networks are behaving, and detect anomalies before they impact operations. Together, we've unified visibility and monitoring, and significantly improved the company's security posture across all sites.

**STEFAN HINDERYCKX - Senior Vice President, Cybersecurity Europe, NTT Ltd.**

## Customer Profile

A global pharmaceutical company – R&D, manufacturing and distribution divisions

>15 manufacturing sites

100K+ employees

## Goals & Challenges

Improve supply chain visibility across distributed operations

Integrate within existing virtual OT environment

Protect critical infrastructure from disruption and potential cyberattacks

## Results

Deep visibility into complex, distributed OT environments

Increased understanding of OT vulnerabilities and risks

Accelerated response to potential operational disruption

# Guardian

## Provides Continuous Monitoring, Advanced Anomaly & Threat Detection

### **The Challenge:** **Gaining Visibility Across Distributed Networks**

This multinational pharmaceutical company's supply chain was distributed across multiple manufacturing plants and countries. While it had a good

understanding of the number of OT devices on its networks, it wasn't able to clearly see how assets were communicating and where vulnerabilities and risks lay.

### **The Solution:** **Insight Enables Faster Response to Vulnerabilities**

Nozomi Networks worked closely with its strategic alliance partner, global technology service provider NTT Ltd., to address the pharma company's visibility challenges. The process began with a Proof of Concept (PoC) in which a Guardian sensor and virtual CMC were deployed within a single manufacturing site, to demonstrate the depth of information that the solution was capable of uncovering.

Nozomi Networks Guardian sensors automatically track OT and IoT assets, and monitor communications and device behavior, delivering insight into the OT/IoT network and its activity patterns. They detect anomalous behavior and threats, and identify high priority vulnerabilities. The Central Management Console (CMC),

offered in physical, cloud and virtual formats, consolidates OT and IoT visibility and risk monitoring across distributed sites to streamline workflows and speed incident response.

The pharma company's OT security team found the PoC results surprising, and impressive. Not only did Guardian automatically create a comprehensive asset inventory, it identified multiple network issues including duplicate IP addresses, login and backup failures, and Internet Protocol version 6 (IPV6) system communication problems. The new insight helped reduce the OT security team's manual troubleshooting and forensic efforts, and accelerated its response to vulnerabilities.



**We're thrilled to team up with NTT Ltd. to help pharmaceutical companies like this one address their need for better operational visibility and monitoring. Our collaboration with NTT Ltd. accelerates our ability to protect essential services operations around the world.**

Edgard Capdevielle — CEO, Nozomi Networks

# Central Management Console

## Integrates Easily With Existing Infrastructure for Unified Security Monitoring

### The Challenge: Integrating Production Line Monitoring into an Existing Virtual Environment

The pharmaceutical firm was finding it challenging to unify its security processes across IT and OT. It wanted to leverage its existing virtual environment and already available resources, including servers,

engineering workstations and other third-party tools, while ensuring that its manufacturing supply chain was secure from end-to-end.

### The Solution: Seamless Integration with IT/OT/IoT Environments

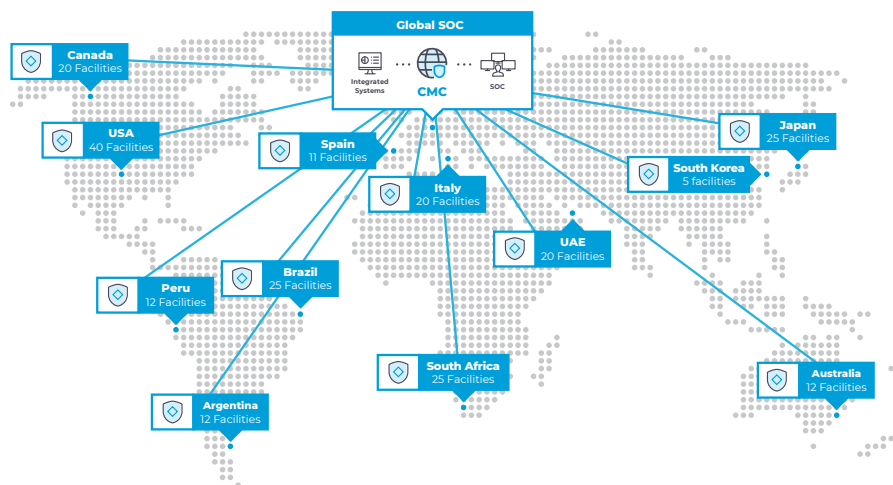
Following the successful PoC, the Nozomi Networks solution was installed within the virtual environments of 3 of the pharma company's 17 manufacturing sites.

After the first 3 sites were up and running, NTT Ltd. managed the larger rollout across the 14 remaining sites plus a test lab, utilizing a total of 22 Guardian sensors, and multiple virtual CMCs.

Not only does the Nozomi Networks solution scale easily across thousands of distributed sites, it:

Nozomi Networks' built-in integrations with ticketing, asset management, access control and other systems made it easy to harmonize security data for a cohesive response. When new features or integrations were needed, the pharma security team appreciated the speed of Nozomi Networks' response to its requests.

- Provides visibility into all OT/IoT environments
- Integrates easily with existing SOC/IT environments
- Comes with built-in integrations for asset, ticket and identity management systems and SIEMs
- Includes support for hundreds of OT, IoT and IT protocols



Sample deployment map for centrally monitoring and securing many facilities using the CMC.

# Guardian

## Significantly Improves OT and IoT Risk Management

### **The Challenge:** **Protecting Critical Infrastructure from Disruption**

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While the pharmaceutical company had well-established OT security guidelines and processes, it wanted to proactively protect itself from emerging threats. The security team had noted the increase in

cyberattacks targeting pharmaceutical companies around the world, and were well aware of an incident that resulted in the theft of highly valuable intellectual property (IP).

### **The Solution:** **Threat Intelligence Reduces Mean-Time-to-Detection and Enables Faster Response**

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NTT Ltd. leveraged the Nozomi Networks Threat Intelligence service to help the pharma firm stay up-to-date on emerging OT and IoT threats, and to prevent the spread of potential infiltrations across its connected IT/OT/IoT networks.

Guardian's advanced threat detection capabilities identify cybersecurity and process reliability threats, detect early

and late stage and advanced threats and risks, and block attacks when integrated with compatible firewalls and endpoint security products. The Nozomi Networks Threat Intelligence service continually updates Guardian sensors with rich data and analysis, helping organizations detect emerging threats and vulnerabilities before they impact operations.

### **The Results:** **OT/IoT Insight Leads to Enhanced Operational Security and Reliability**

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Thanks to the experts at NTT Ltd. and the advanced Nozomi Networks OT and IoT security solution, the pharmaceutical firm gained better visibility into its complex, distributed OT environments, and increased its awareness and understanding

of OT vulnerabilities and risks. This new level of insight is being used to stay on top of anomalies and threats, and respond quickly to incidents before they disrupt operations.

# The Nozomi Networks Advantage

## Securing the World's Largest Organizations

Accelerating your digital transformation by reducing cyber risk.

## Unifying Cybersecurity Visibility

Innovating visibility and threat detection across your OT, IoT, IT and cyber-physical systems.

## Partnering to Accelerate IT/OT Convergence

Deeply aligned with the OT, IoT and IT partners you trust.

## About NTT Ltd.



NTT Ltd. is a leading global technology services company. We partner with organizations around the world to shape and achieve outcomes through intelligent technology solutions. For us, intelligent means data driven, connected, digital and secure. As a global ICT provider, we employ more than 40,000 people in a diverse and dynamic workplace that spans 57 countries, trading in 73 countries and delivering services in over 200 countries and regions. Together we enable the connected future.

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# Nozomi Networks

## The Leading Solution for OT and IoT Security and Visibility

Nozomi Networks accelerates digital transformation by protecting the world's critical infrastructure, industrial and government organizations from cyber threats. Our solution delivers exceptional network and asset visibility, threat detection, and insights for OT and IoT environments. Customers rely on us to minimize risk and complexity while maximizing operational resilience.

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CS-GLOBAL-PHARMA-NTT-A4-004

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