

H&M International Transportation



Overview

Industry

- Transportation Services

Challenge

- Incomplete visibility of internal network traffic
- Sensitive operational data to protect
- Concerned about subtle phishing attacks
- Lean security staff

Results

- Unprecedented visibility of lateral movements within network
- Holistic analysis of anomalous behavior
- Increased efficiency of security team
- Real-time visibility of network and all devices

Business Background

Established in 1968 as a small trucking company based in and around New Jersey, H&M International Transportation has expanded its operations to become a leader in US intermodal services. Today, H&M manages over 1.5 million containers per year and provides a host of services to support and facilitate effective supply chain management, including steamship lines, intermodal trucking, and warehousing and distribution. Its complex network oversees sensitive manifest data via its work with US Customs and Border Protection, operational data, and private employee information.

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Darktrace opened our eyes to what was really happening on the inside of our network...The Enterprise Immune System is uniquely capable of identifying potentially malicious anomalies within minutes, all while providing comprehensive network visibility.

Eric Witham,
VP of Information Technology

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Challenge

Businesses in the transportation industry require reliable service continuity across dynamic, far-reaching networks. As such, security concerns figured prominently in H&M's long-term business strategy, especially given the threat of operational breakdown or stolen intellectual property. In the face of a rapidly-evolving threat landscape, characterized by sophisticated new attack vectors, H&M knew it could not rely solely on perimeter defenses or legacy tools.

The company's attack surface was rapidly multiplying as its operations expanded, and having positioned itself as an early champion of increased integration in the industry, taking a proactive approach to cyber security was of paramount business importance. Accordingly, the company's team sought to enhance its security stack with greater visibility and insight into its internal network traffic.

Solution

To meet these challenges, H&M deployed Darktrace into the heart of its network for a four-week Proof of Value. After a quick installation, the Enterprise Immune System began mapping H&M's entire network, modeling the 'pattern of life' for each user and device to establish a detailed and adaptive sense of normal. By continuously learning and refining its sense of 'self', Darktrace was able to detect and respond to genuinely anomalous activity in real time.

After only a few weeks, Darktrace alerted H&M's security team to a serious anomaly within the network infrastructure. A subtle phishing attempt was spotted on the network. Because Darktrace can visualize all network activity in real time, the security team was able to neutralize the threat within minutes, before any damage could be done.

Apart from flagging genuine threats, Darktrace further demonstrated its value by providing comprehensive visibility through its 3D graphical interface, the Threat Visualizer, which presents a unified and interactive account of all network activity. H&M International Transport's security team was especially impressed by the Threat Visualizer's detailed insight into data flows coming in and out of the network.

"Darktrace gave us unprecedented visibility into corners of the network we didn't even know existed," commented Witham. "Armed with this visibility, we now feel confident in our knowledge and awareness of our network infrastructure, enabling us to be more proactive in our security."

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Our brand reputation was on the line, and we needed a platform that could provide deep insight into our internal network. Darktrace finally let us breathe easy.

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Eric Witham,
VP of Information Technology

Benefits

Equipped with the Enterprise Immune System, H&M International Transport can proactively defend its network within a rapidly-changing and sophisticated threat landscape. Unlike other defense tools, Darktrace requires no tuning, configuration, or prior knowledge – enabling it to identify and respond to never-before-seen threats. The Threat Visualizer illuminates that learning through an intuitive and detailed visual interface – the perfect tool for a small security team like H&M's.

"Darktrace's innovative platform finally let us breathe easy," commented Witham. "Its adaptive self-learning approach and 3D Threat Visualizer have made our jobs more efficient than we ever thought possible."

Additionally, the platform's machine learning capabilities enable it to limit false positives and cut through the noise of the network. Darktrace classifies threats by their level of deviation from 'normal', allowing the security team to prioritize the most serious anomalies.

"Darktrace opened our eyes to what was really happening inside of our network," commented Witham. "As a leading company in the industry, securing our sensitive data is of the utmost importance. The Enterprise Immune System is uniquely capable of identifying and responding to potentially malicious anomalies within minutes, all while providing comprehensive network visibility. Once we saw how it stopped cyber-threats in their tracks, it became a crucial component of our security stack."

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