



NSK TURNS TO CORRECT SOLUTIONS FOR SECURITY HARDENING

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NSK Oceania is the Australian division of NSK Nakanishi Inc in Japan. Established in Japan in 1930, NSK is today recognized as the global leader in the production of precision rotation & ultrasonic products for dental, medical and veterinary professions. The Australia subsidiary requires an experienced and highly motivated sales and marketing manager to drive sales and expand the company's customer base in Australia and New Zealand.

NSK employs 20 across 2 offices within Australia, New Zealand and the Pacific Islands. Correct Solutions supports those 20 employees with a Correct Aware Network Care Plan and has provided IT services to NSK since 2007.

PREVENTING SECURITY BREACHES AND PHISHING ATTACKS FOR NSK



Prior to the COVID-19 pandemic, NSK had experienced a security incident with cyber attackers impersonating NSK employees and distributing emails on their behalf. However, when COVID-19 hit and employees started to work from home, the security incidents increased with significantly more spam and phishing emails arriving in employees' inboxes.

Unfortunately, NSK was victim to a second security attack where an email from a cyber attacker, masquerading as an NSK member of staff, was distributed to the company's network of dealers requesting payment for false invoices. The potential damage to NSK's reputation as a result of this breach served as a trigger for NSK to approach Correct Solutions to address its cyber security and provide an appropriate solution.

"We've been with Correct Solutions since 2007 so it was a no-brainer that we would work with them to improve our security. We trust that Correct Solutions has the expertise and competency to deliver a solution that will meet our needs," said Sonya Jeon, Operations Manager at NSK.

IMPROVED IDENTIFY AND ACCESS MANAGEMENT WITH MULTI-FACTOR AUTHENTICATION



While Correct Solutions had supported NSK's IT systems for some time, it had not previously been engaged to proactively address security. As a result, the first step was security awareness training with the NSK team to understand the breadth of the cybersecurity problem.

Following the training, Correct Solutions developed an approach for NSK based on hardening identity and access management to directly address the breaches that had occurred previously.

The solution involved rolling out multi-factor authentication to all employees across the business and preventing access to the network from any IP address outside of Australia or New Zealand.

As NSK's IT environment is based on Microsoft 365, it was vital to encrypt business communications, not just to address cyber security but also to ensure compliance when storing and handling customer data.

"From my perspective, the biggest apprehension when addressing security was how the solution might impact our staff and their day-to-day operations. The element which was most likely to cause disruption was the rollout of the multi-factor authentication but Correct Solutions were excellent at explaining the process so we were prepared."



The transition went really smoothly and the only couple of hiccups we had were related to users not following instructions correctly. Correct Solutions were so helpful and although getting all employees through the rollout was my main concern initially, it turned out to not be a problem at all and we were all done in 2-3 weeks.

Sonya Jeon, Operations Manager at NSK



COMPLETE PEACE OF MIND FOR NSK



As part of the Microsoft 365 platform, a business is able to view the current state of its security solution as well as the average status of a similar organisation. Before engaging Correct Solutions to address security, NSK scored 17% (below the industry average of 28%) but having proactively addressed the situation, it now sits at 87%. Whilst Correct Solutions continue to monitor and improve the score, this represents peace of mind for NSK.

Following the implementation of multi-factor authentication, NSK has a robust solution in place to prevent further attacks and preserve the integrity of the business both internally and with customers and partners.

“The biggest outcome for us is having peace of mind knowing that we’ve done and are doing everything we can to protect the integrity of our business. We know Correct Solutions has the best solution in place for us and there is a lot of work happening in the background to prevent any further issue from occurring,” said Sonya.

No news is good news when it comes to IT security and NSK has had no incidents or breaches since hardening its security. It has also led to a reduction in the amount of spam and phishing emails employees are receiving.

LOOKING TO THE FUTURE

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Since implementing the security hardening solution, NSK has also introduced a dark web monitoring solution, which proactively monitors and detects if users' credentials have been compromised in a third-party breach and trafficked on the dark web, so that action can be taken immediately to prevent a breach.

NSK has plans to improve and extend its IT and security infrastructure to support the broader business goal of moving into e-commerce: *"Security will continue to be critical because we'll always be online,"* – said Sonya.

WORDS OF ADVICE

For businesses who have not yet addressed their security requirements, Sonya recommends they consider the worst-case scenario:

"They would really have to think about what the risk could be of letting this go on and how it could impact the company. Security hardening is risk management, so businesses should consider how big an impact a security breach could have on the company and just do the project," said Sonya.

"The implementation was painless for me and our employees. It really is a small undertaking to have that peace of mind."

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