

SUCCESS STORY

COOPERATION BETWEEN

sure[secure]
your security operations center

INTERMED

Introduction

The SG Intermed Services GmbH & Co. KG is an owner-managed trading and logistics company. The company supplies medical practices, healthcare facilities, pharmacies and alternative practitioners with practice and hospital supplies and medical technology.

This includes diagnostics and laboratories, practice and consultation supplies, practice organisation, laboratory samples, instruments, hygiene, injections and much more.

This also includes the LADR laboratory network. This is an association of medical laboratories and independent laboratories.

INTERMED is part of the KRITIS sector and a company with continuous growth.

INTERMED

ISG Intermed Services GmbH & Co. KG

Industry:	Laboratory and logistics
Employees:	2.500
Founded:	1985
Revenue:	300 Mio. €

These topics are part of the success story

- Managed Security Services
- Managed Detection and Response
- Trend Micro and consulting services

What challenges did the partner face?

ISG Intermed Services GmbH & Co. KG faces particular challenges in the area of cyber security due to its affiliation with the healthcare and KRITIS sector.

This not only means that compliance with the IT Security Act 2.0 and the BSI Criticality Ordinance is mandatory, but also the requirements of the NIS2 EU Directive.

A look is also taken at the supply chain and the entire logistics, which ensure the supply of hospitals, among other things.

In addition, the company has very sensitive data from laboratory operations and therefore corresponding interfaces to other systems.

It is therefore essential to increase cyber resilience so as not to jeopardise corporate goals and the associated strategy. A well-functioning infrastructure requires special protection for value-adding systems.

It is therefore a question of visibility, compliance and early detection of cyber attacks, taking into account framework conditions such as budget, time and personnel.

INTERMED and suresecure have enjoyed an exceptional partnership since 2020. Mutual trust is essential, especially in the field of KRITIS.

This trust is needed in order to consider security service providers. I am very grateful for this partnership.

Filip Krauß

Enterprise Account Executive
suresecure GmbH



How did we solve the challenge?

Basically, we take a strategic approach to the right measures. During our discussions, we quickly realised that the necessary security solutions definitely cannot be operated with internal resources.

INTERMED also quickly made it clear that a service provider was absolutely essential. Together, we defined the framework for a security infrastructure with service components to ensure that the solution exactly met the requirements.

With a state-of-the-art solution concept based on technology from Trend Micro and Google SecOps, we created sufficient visibility for consolidating and analysing all important information.

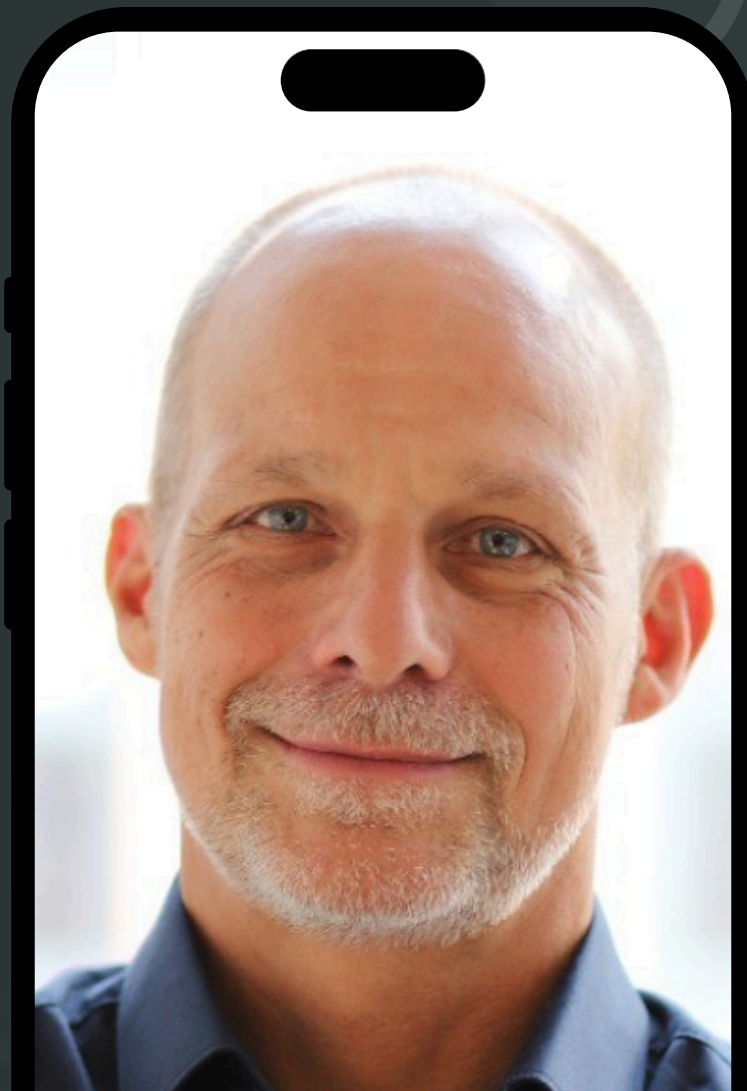
However, pure monitoring was not enough for INTERMED, as there was also a desire for a quick and professional response. In addition, monitoring should not only take place during working hours, but ideally 24/7.

We have built a Managed Detection and Response Service around the solution concept, which ensures that the Cyber Defence Center (CDC) responds immediately to critical incidents.

Thanks to the automation capabilities of the technologies, some use cases can be intercepted automatically - others can be analysed and resolved directly by our specialists.

With this overall concept of the right tools, the best possible configuration and a tailor-made service, we have laid the foundation for better protection of INTERMED's business objectives.





Stefan Dammann, Chief Technology Officer



As the person responsible for the security of our infrastructure, I can only say that it feels so much better to have someone at your side who is dedicated and passionate about the early detection of cyber attacks.





Key Take-Aways:

- Companies should outsource security services if internal resources are not sufficient.
- A holistic security strategy is essential to effectively counter threats.
- Automation helps to manage routine tasks and respond quickly to attacks.
- 24/7 monitoring ensures that security incidents are recognised and rectified at all times.

PODCAST

CYBER SECURITY *Basement*

In our podcast, Michael Döhmen talks to exciting guests about cybersecurity topics every 14 days.

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