

Driving Higher Cybersecurity Awareness & Confidence with a Modern Cybersecurity Defense Center

RHI Magnesita leverages 24x7 advanced threat detection and response services to secure distributed network and endpoints.

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“We feel much more prepared to react quickly to cyber-attacks, knowing we have Kudelski Security on our team. The comprehensive plans and processes were defined together, meaning we still retain ownership and control.”

– CISO RHI Magnesita, Global Refractories Manufacturer



IN A NUTSHELL

- RHI Magnesita is the leading global supplier of high-grade refractory products, systems and solutions, which are critical for high-temperature processes exceeding 1,200°C in a wide range of industries.
- **Sector:** Mining & Manufacturing
- **Footprint:** Around 12,000 employees across more than 100 raw material and production sites, technology centers and offices.

ISSUES

- Lack of threat visibility into a global and distributed environment.
- Limited security team.
- Limited processes and capabilities to protect customer information and business operations.



CHALLENGES

RHI Magnesita, a global refractory supplier, faced increased risk exposure due to a high-growth strategy and an evolving threat landscape that amplified the potential for operational disruptions, IP theft, compliance issues, and reputation losses.

In assessing these risks and their current security posture, the company sought a security partner who could help to achieve the following objectives:

- Improve overall security maturity and awareness across the organization, including the board.
- Develop internal controls based on standards like ISO 27001 to protect customer information and organizational resources.
- Increase threat detection and incident response capabilities.
- Protect endpoints from cyber-attacks as workers shifted to remote work during the COVID-19 pandemic.



SOLUTION

Kudelski Security's first focus was on establishing RHI Magnesita's own threat modeling in order to provide tailored managed detection and response (MDR) services for their Group-wide Cyber Defense Center.



RESULTS

- Increased security maturity at network and endpoint levels
- Improved cybersecurity awareness and confidence at the board level
- Improved threat visibility and detection with prioritized and validated incidents
- Established processes and responsibilities for rapid incident response
- Instant dashboards and reporting to demonstrate the value of security program
- Cost-effective solution

Our activity centered on collecting and correlating relevant security data, detecting, and hunting threats across their full ecosystem. It also included incident reporting and threat containment and remediation advice and support.

A remote-work model, however, catalyzed by COVID-19, led to an increase in attack surface and a reduction of visibility on the endpoints. This situation, combined with a rise in cyber-attack attempts, meant that the scope was expanded to additional managed detection & response (MDR) services.

Within a few months, Kudelski Security had addressed the new challenges faced by RHI Magnesita, and proposed a tailored suite of managed security services, which included:

- MDR services for their network, logs, and endpoints
- Vulnerability scanning
- Incident response retainer



OUTCOMES

Kudelski Security was able to bring to the attention of RHI Magnesita around 20 validated and prioritized security incidents out of billions of security events each month as well as providing remediation guidance and hands-on support.

The partnership also proved itself early on when Kudelski Security demonstrated its response capabilities following a major security incident. Kudelski Security provided solid facts, root cause analysis and remediation steps in a very short period of time, enabling the Group CISO to assure senior executives the threat was eliminated and the situation was under control.

With Kudelski Security's MDR services doing the heavy lifting on threat, detection, hunting and analysis, the RHI Magnesita team is able to avoid alert fatigue and focus their efforts on more strategic activity to protect operations, brand, and bottom line.

Thanks to this partnership, cybersecurity has since become part of every line of business and new business initiative within RHI Magnesita.