Vita Group

Australian Retailer Reduces Security Risk Across 120+ Stores with the Forescout Platform

Overview

Through Telstra-branded retail outlets and other retail locations, ASX-listed Vita Group provides Australians more than 110 locations where they can purchase mobile phones and other telecommunications products, services and accessories. The company also recently entered the skin-health and wellness category, and owns a growing portfolio of clinics, operating under the Artisan Aesthetics Clinics brand, as well as several acquired clinics. Initially searching for vendor-agnostic network access control (NAC), Vita Group discovered and then implemented the agentless Forescout platform for device visibility and control. By providing NAC and dramatically improving device compliance, the platform significantly bolstered the company's security posture and reduced the risk of breach or business disruption. Vita Group also identified operational efficiencies leading to accelerated incident response and remediation activities.

Business Challenge

"As soon as devices in stores were moved, we could no longer tell where they were. Even more concerning, we had zero visibility into their security posture... and no way to detect or block rogue devices."

> — Justin Maskey, General Manager, IT, Vita Group

When Vita Group sets up a new store, the company's IT team knows exactly where every connected computing device, port and switch is located. As soon as the devices were moved, however, they had no way of knowing where they went. "We desperately needed visibility into whether devices were properly configured, with up-to-date antivirus protection and properly working SCCM agents," says Vita Group General Manager of IT, Justin Maskey. "We also needed the ability to control network access, especially across physical ports in our stores."

In addition, the group's expansion into the skin-health and wellness business through greenfield clinics and acquisitions intensified the company's need for a way to quickly assess endpoint security posture. The recently acquired clinics safeguard a significant amount of Protected Health Information.

Why Forescout?

Rapid Time to Value for Vendor-Agnostic NAC

Although Vita Group is currently satisfied with its Cisco networking infrastructure, the company wanted the flexibility to use other networking vendors' solutions, whether those solutions resulted from acquisitions or future hardware refreshes. While searching for a vendor-agnostic NAC solution, Maskey read about Forescout Technologies' agentless device visibility and control platform. Intrigued, he arranged for a proof of value (PoV).

Although the Forescout PoV ran for two months, the solution demonstrated its capability to address Vita Group's NAC problem within a few days. "We could see right away how the visibility provided by the Forescout platform would not only

---

INDUSTRY

Retail, Healthcare

ENVIRONMENT

10,000 wired and wireless devices in 120+ locations across Australia; 1,700 employees.

CHALLENGE

- Lack of visibility across all devices on the network

- No confidence that all devices were protected with up-to-date antivirus and other software

- Need to control access to physical ports in stores

- Inability to track devices in stores after they have been physically moved

- Assess security posture of newly acquired clinics

SECURITY SOLUTION

- Forescout platform

USE CASES

- Device visibility
- Device compliance
- Network access control
- Incident response

"

Since our devices are dispersed across Australia, the ability to see them, continuously monitor their security posture and update them remotely is a huge time and productivity savings."

— Justin Maskey, General Manager, IT, Vita Group

address NAC but give us much better understanding of endpoint security posture than we had ever had before, as well as other benefits," notes Maskey.

Business Impact

First Step to Reducing Security Risk: Comprehensive, Accurate Visibility

For its telecommunications business, the PoV demonstrated the Forescout platform's ability to see devices across Vita Group's entire enterprise, on both its corporate network and its 'guest' network to which Telstra devices connect. The platform uncovered 10,000 devices in total—4,000 more devices than Maskey had visibility of beforehand. It also found unauthorized devices, such as NETGEAR and Apple AirPort routers. In addition, the platform classified over 95% of devices out of the box and provided instant access to a host of granular device and compliance-posture details, such as software versions, IP addresses, connection status (corporate or guest network) and patch status, as well as the presence of functional antivirus and endpoint protection agents.

This newfound level of visibility enabled Vita Group IT staff to quickly address vulnerabilities. Devices that had not successfully received current patches were immediately taken off the network. At one store, the Forescout platform exposed a misconfiguration of the guest network such that anyone accessing it could also access Vita Group's corporate network. This situation too was quickly rectified.

"With the Forescout platform, we know at all times exactly what's on the network, and where, and can take immediate action if needed," says Maskey. "Such comprehensive visibility makes us far more confident in our ability to respond to and minimize disruption to our business."

Transformed Device Compliance and Easier Acquisitions with Continuous Endpoint Posture Assessment

Beyond knowing what devices are on the network, the Vita Group IT team now understands each device's current security posture since the Forescout platform continually checks for proper configurations and endpoint protection software versions. "Just knowing that every Windows machine has the right version of endpoint protection goes a long way to reducing risk," notes Maskey. "We also use the Forescout platform to quickly assess the security posture of skin-health and wellness clinics as they are being acquired, which reduces our business risk tremendously."

At Vita Group, one of the most important visibility-related use cases is assessing whether the company's Microsoft System Center Configuration Manager (SCCM) agents are up-to-date and working properly across endpoints. SCCM is used to deploy updates to all the stores' point-of-sale devices, so it is critical that updates are pushed out in a timely manner and successfully deployed. "In the past, we had no way of knowing if SCCM agents were current and working properly," says Maskey. "With the Forescout platform, we quickly and easily know the full status of all updates."

Faster Incident Response and Other Time Savings

"The control we now have across endpoints allows us to respond much faster to any kind of incident," states Maskey. "After a defective Microsoft Office update was deployed to some of our PCs, we used the Forescout platform to quickly and effectively intercept it and stop it from being pushed out to the rest of our desktops, saving us hours of remediation and minimizing the impact on our business."

"Since our devices are dispersed across Australia, the ability to see and control them, continuously monitor their security posture and update them remotely saves us a lot of time operationally," adds Maskey. Vita Group IT staff used to have to

> "We expect that eventually the Forescout platform will be used in some way by every IT team, including the service desk. It is much more than just a security product."
>
> **— Justin Maskey, General Manager, IT, Vita Group**

> "With the Forescout platform, we know at all times exactly what's on the network, and where, and can take immediate action if needed. Such comprehensive visibility makes us far more confident in our ability to respond to and minimize disruption to our business."
>
> **— Justin Maskey, General Manager, IT, Vita Group**

manually scan the company's networks to find the IP addresses of devices that stores couldn't locate. With the Forescout platform, they can locate the devices within seconds. They also spend less time ensuring that SCCM and antivirus agents are installed and working properly.

Every security incident that is avoided, combined with more compliant devices equates to remediation time savings. The company estimates that using the Forescout platform saves the IT department up to three days each month, freeing them to focus on other value-adding activities.

Cost Avoidance and Other Benefits Beyond Security

In addition, they saved time using the Forescout platform to facilitate the company's migration from Windows 7 to Windows 10. "We knew that PCs had to have a certain amount of memory," explains Maskey. "Not only did the Forescout platform tell us whether a device had enough RAM, it even showed us if it had two GB, four GB, or a spare SIM card slot. That alone saved us numerous hours."

Vita Group's asset inventory has also improved dramatically since implementing the Forescout platform. IT staff previously used spreadsheets and ERP software to track assets. Now they have accurate, real-time information on assets.

The Vita Group IT team should deliver additional value in the order of $170,000 from using the Forescout platform, according to a Business Value Assessment that uses methodology developed by IDC. That doesn't include a potential reduction in the cost of the company's cyber insurance premiums. "On the cybersecurity insurance questionnaire, we can now check the boxes for network access control, ability to segment the network and so on, which will definitely save us some money," says Maskey.

Future Plans to Further Leverage the Forescout Platform

In the future, Vita Group sees multiple opportunities to expand use cases for the Forescout platform. For instance, the company plans to integrate the platform with its Salesforce.com ticketing system and eventually with a configuration management database (CMDB) to manage asset lifecycles. "We expect that eventually the Forescout platform will be used in some way by every IT team, including the service desk," states Maskey. "It is much more than just a security product."

Learn more at
www.Forescout.com

FORESCOUT.

Forescout Technologies, Inc.
190 West Tasman Drive
San Jose, CA 95134 USA

Toll-Free (US) 1-866-377-8771
Tel (Intl) +1-408-213-3191
Support +1-708-237-6591