



Case Study

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# Logistics sector

## Cybersecurity of an automated warehouse



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## Brief presentation of the company:

The logistics and transport of products and merchandise sector has experienced enormous development in recent years. In order to optimize storage and distribution times and costs with the management of a huge number of deliveries, **an intensive use of technology is essential.**



Our client is one of the **main distribution companies in the country**, present in other European countries. It has a series of automatic motorized warehouses distributed throughout Spain.

It is specialized in the efficient distribution of pharmaceuticals, tobacco, books, and all kinds of products. In many cases, their storage centers must maintain controlled temperature and humidity conditions.

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## Problem/challenge



### Description of the problem/challenge

The management of the delivery and distribution of thousands of products requires up-to-date inventories, the automatic labeling of the origin and destination addresses, and the organization of freight, delivery routes, shipping costs, etc.

Information on each and every shipment must be accessed from many different points. From the administration and customer service offices, from the warehouse managers' portable devices, from other company headquarters, with a large display area. **Maintaining an inventory of what product is stored at what point in the warehouse is critical.**

In addition, perishable products with controlled storage conditions depend on auxiliary automated air conditioning installations, permanent and emergency power supply and other security installations: fire protection, CCTV, etc. Any alteration in the operation of these systems would have a direct impact on the business of the company.

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## Description of the action carried out

A group of experts in industrial cybersecurity from S2 Grupo **traveled to two of the company's logistics centers.** These are two highly important automatic motorized warehouses for perishable products.

The facilities were toured, the available **network architectures and the list of devices** were studied, analyzing the operation of the distribution chain and holding a series of interviews with the personnel in charge of operation.

During the visits to the logistics centers, the physical security conditions were verified, as well as the methods of access to the computer systems, with the performance of a series of technical visibility tests of both the wired networks and the access points of the wireless networks.

From the evaluation carried out, it was possible to verify that **the security conditions were clearly improvable.** The facilities analyzed could be compromised without difficulty with a considerable impact on the operation of the company: deletion or alteration of the inventory, stoppage of the facilities in charge of the operation of the warehouse, information theft, modification of the set points of the air conditioning installations, with the consequent deterioration of the product...

With a detailed description of the list of checks carried out and the results obtained, **a complete report was prepared.** In addition, a list of proposals for improvement was included.



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## Benefits Obtained

As a result of the cybersecurity evaluation carried out:

- 1 The management could have an **objective analysis** carried out by specialized technical personnel. Which will allow them to become aware of the relationship of latent risks in their business, with the possible consequences of an incident in the operation of the company.
- 2 They were able to verify **the poor state of cybersecurity of the facilities** on which their activity is based and the absence of a minimum series of basic security measures.
- 3 As a consequence of the observed results, a **safety improvement program** was proposed with the planning of a series of urgent actions. In addition to the list of urgent basic measures that were considered necessary to incorporate, the preparation of a **general Security Master Plan** for the organization was recommended.

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