

Japanese manufacturing company improves IoT security

Customer Case Study

EXECUTIVE SUMMARY

Customer Name: Panasonic Corporation

Industry: Manufacturing

Location: Osaka, Japan

Number of Employees: 249,520

Business Challenge

- IoT security is the first priority when it comes to strengthening the foundations of manufacturing IT infrastructures, and it is necessary to promote measures at more than 300 manufacturing sites globally
- There are not enough professionals able to deal with the situation, changes, and industrial technology at the manufacturing site in both IT technology and security

Solution

- Deciding on the whole company's policy and promoting its application through various means of support, such as technical knowledge, security technology, products, solutions, and services related to the Cisco network
- Expecting support from the Cisco Global Support System for manufacturing locations developing globally

Business Results

- The Panasonic Corporation is now promoting IoT security efforts throughout the whole company, encouraging an understanding of its adoption and planning its completion

Panasonic Corporation improves IoT Security in more than 300 manufacturing sites worldwide with Cisco's global support

Business Challenge

At Panasonic the measures against cyber attacks are given priority together with safety and compliance. In 2016 the company published and enforced its "Intrusion Prevention Guidelines" at all production sites as company policy. The guidelines were created after taking into consideration the structure development and standardization of the production sites, compliance with existing measures, and conducting prior inspections.

Mr. Toshiro Fujii, the head of the Manufacturing System Security Department, Production Technology Division at Panasonic Corporation, shared matters related to the company's efforts with us.

"We often say that "the factory is alive", but the production line and the processes at the site are changing every moment, so it is of great importance to develop security measures which keep up with this pace. Precisely because we are speaking of manufacturing sites, there are a great many things that must be understood, like our requirements and the fundamental differences with the measures intended for offices. There are also points at which some handling and measures were implemented, such as acquiring the ISO/IEC 27000 series, so it is necessary to think of a plan with which the new policy can be applied without those efforts going to waste. Furthermore, we wish to demonstrate results, for example, how many of the measures we managed to implement in a certain period of time.

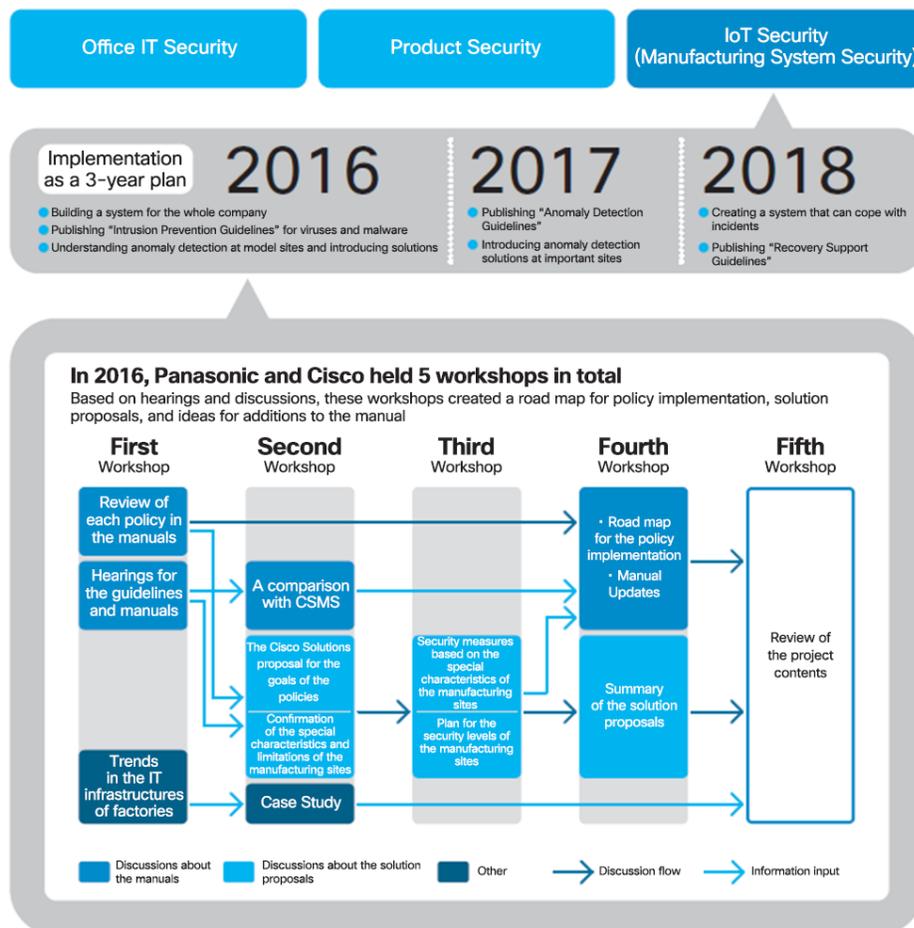
We are currently advancing two operations at the same time - the formulation and the provision of the policy, but it's true that there are not enough qualified professionals to handle production technology, IT and security. In addition, we thought that having recommendations and proposals from the point of view of a knowledgeable third party would mean that we could develop even better initiatives. That is why we began our cooperation with Cisco."

“We are giving preference to network-level security measures and developing plans for action, taking into consideration the factory conditions, and we have big expectations for Cisco’s security technology.”

Masayuki Tanaka

Associate Director in charge of Manufacturing, Manufacturing Technology and Engineering Division/
Head of the Manufacturing Reinforcement Center,
Panasonic Corporation

Panasonic’s security efforts



Network Solution

Making use of Cisco’s knowledge, great expertise, and solutions in our company’s endeavors

Regarding Panasonic’s efforts to strengthen IoT security, which is essential for smart manufacturing implementation, Cisco showed its expertise in the network field through proposals and recommendations that made use of solutions and services based on its vast expertise, achievements, and variety of products for the industry. Mr. Yuji Sakata of the Manufacturing System Security Department, Production Technology Division at Panasonic Corporation, told us he is studying the measures applied at the actual sites, while sharing the tasks with Cisco.

“Factories create products, and their main priority is the achievement of the daily production plan, so availability is extremely important. Even if there are some problems in the system, it’s important that the operations continue, and the security measures had the tendency to fall behind.

Now all our manufacturing sites are connected through a network, and if you take a careful look at the details of the correspondence, you can see the various situations happening in real time. This is an area that is out of the reach of the Information System Department that handles office security, so there are many things that the

people at the site don't notice or don't understand. There are problems occurring at various points, and also people who are troubled by them. So, I think we need a structure that reduces the burden to the site as much as possible, and helps the people in charge to properly implement the measures.”

Business Results

Cisco's complete global support system was another important selection criteria.

Expectations for Cisco's globally-provided support

The reason Panasonic chose Cisco for the partnership was that they could expect cross-sectional and consistent handling of the manufacturing locations developed globally. In order to provide a total response beginning with daily maintenance after implementation, and support and cost of the implementation's management, Cisco was evaluated as the best partner with the same global position and widely spread businesses and services.

Panasonic continues its IoT security efforts while working together with Cisco, and aims to establish new customer value that will lead to the growth of the entire corporation. Also, while offering more training and technical conventions inside the company, Panasonic promotes IoT security and works to develop the human resources that will establish it.

PRODUCT LIST

Network Management

- Manufacturing system security
- Guidelines manual Review support

For More Information

For more details on IoT security, visit <http://www.cisco.com/c/en/us/solutions/internet-of-things/iot-security.html>.

For Cisco's efforts in IoT security, visit <http://www.cisco.com/c/en/us/solutions/internet-of-things/overview.html>.



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