



Reinforcing cybersecurity with effective ransomware protection from Ricoh

A German government organisation gains new insights into data access patterns and increases its IT security to minimise the risk of cyberthreats.

COMPANY & CHALLENGE

The customer is a German government organisation that provides essential business and consulting services, and is responsible for the administration of vocational training programmes.

One key responsibility of this German government organisation is supporting the digital transformation of local companies. But to achieve this and provide seamless services, the organisation also needs to continue to digitise its own offerings, in line with central government objectives.

As one essential component of this push to strengthen its e-government services, the German government organisation wanted to futureproof its internal IT security. "Cybersecurity is a constant challenge," explains a spokesperson for the German government organisation. "We're routinely looking for ways to reduce the risk of cyberthreats and stay ahead of bad actors. We've witnessed the impact of ransomware attacks close-up at other organisations, and we read about the damage incidents cause in the media. It's our responsibility to ensure that we can provide important services to our member companies. We simply can't afford to get knocked out by a cyberattack for days or even weeks."

“With RICOH RansomCare, we now analyse all activity on our storage, so that any threat can be isolated and blocked very quickly. The granularity of the mitigation controls in the playbooks help to minimise the impact of false alarms – so we can set low thresholds to reduce the overall business risk and boost overall cybersecurity.” Organisation Spokesperson

SOLUTION

The German government organisation and Ricoh have a long history working together, with Ricoh providing print solutions for 20 years. Building on this trusted partnership, the organisation engaged Ricoh to add another layer to its cybersecurity architecture, using RICOH RansomCare powered by BullWall.

“Trust is essential for any IT projects, but especially when IT security is concerned,” confirms the spokesperson. “The professional and flexible live demo by Ricoh gave us real confidence in the solution. They took a risk by letting us dynamically adjust the scenario – this showed that they clearly believe in the solution. We also had very honest and productive conversations afterwards which helped us to really understand the full capabilities of RICOH RansomCare.”

Following the successful demo, the German government organisation and Ricoh deployed the innovative ransomware containment solution. The agentless design allows for a quick and easy implementation. RICOH RansomCare also features Cloud Connectors for Microsoft 365 covering SharePoint, Google Drive and OneDrive. “We’re mostly in the cloud,” adds the spokesperson. “Our operations and processes rely on Azure services and Microsoft 365. With RICOH RansomCare, we now protect about 3 TB of data across all our file shares

and approximately 40 servers, including some on-premises data storage.”

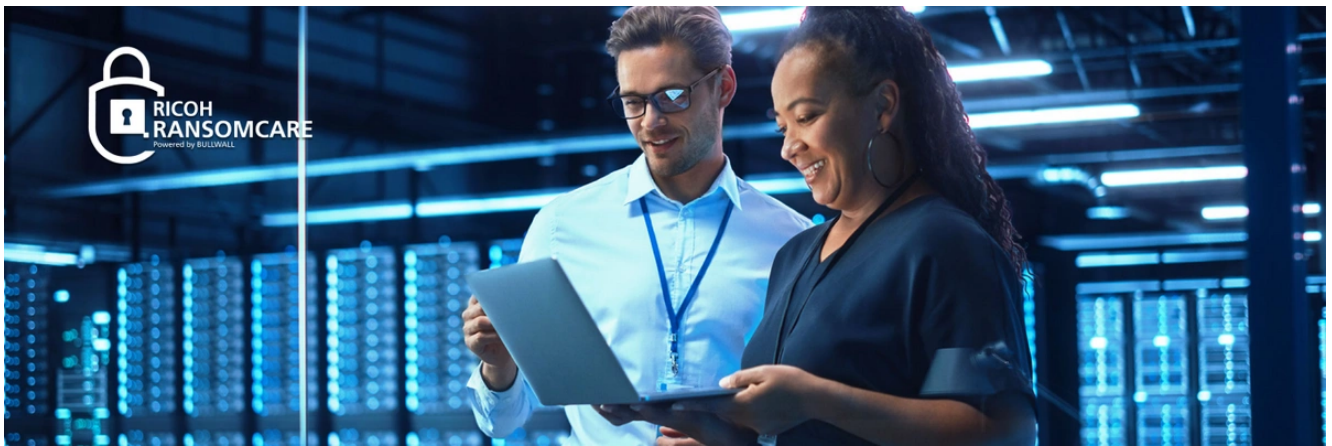
After a training workshop with Ricoh, the team at the German government organisation quickly started customising the automated incident management configuration. “It was great that we can adapt the protection settings to our specific usage patterns,” elaborates the spokesperson. “We have created a set of playbooks to automate the response to suspicious behaviour. We’re continuously monitoring our workloads and adjusting the playbooks to provide the best automated protection.”

To streamline alerting and monitoring, the German government organisation has integrated RICOH RansomCare with its existing security information and event management (SIEM). In a multi-layered security architecture, RICOH RansomCare acts as the last line of defence. By monitoring changes on the storage system, such as illegitimate file encryptions typical to ransomware attacks, and analysing access patterns, the solution does not depend on endpoint security systems. It adds another layer of data protection, even if individual endpoints became infected, using 28 detection techniques to quickly identify and block cyberattacks.



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Organisation Spokesperson



BENEFITS

By working with Ricoh, the German government organisation substantially improved its resiliency. “Thanks to the scalable ransomware containment solution, we gain visibility into active cyberthreats and can act rapidly to minimise the business impact,” says the spokesperson. “This is important, because we support growing businesses in our region. We host events for thousands of participants every year and handle many important documents for local companies – our region relies on us to provide business support services, every day.”

In the past, the German government organisation had no round-the-clock monitoring to reliably detect ransomware attacks. “Obviously, cyberattacks don’t necessarily happen during business hours, so we looked for ways to protect the organisation 24/7,” remarks the spokesperson. “With automated ransomware monitoring, we can increase our cybersecurity very effectively. As a member of an official

cybersecurity body we also want to be a model for others and proactively promote forward-looking security best practices. Some of my colleagues at regional government organisations have already asked me about this new, exciting tool – I refer them to Ricoh, as we’re very happy with what we’ve achieved with this implementation.”

The spokesperson concludes: “In strengthening our cybersecurity, we have expanded our strategic partnership with Ricoh. Thanks to the new security solution, we have already discovered some activity by different applications which we were not aware of before. By increasing transparency and gaining more insight into what’s happening on or data storage, we have significantly improved our IT security.”

ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimize business performance.

Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organizational capabilities nurtured over its 85-year history. In the financial year ended March 2023, Ricoh Group had worldwide sales of 2,134 billion yen (approx. 16.0 billion USD).

It is Ricoh's mission and vision to empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realize a sustainable future.