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CASE STUDY:

Protecting Business with Artificial Intelligence

Engitec Technologies S.p.A.

COMPANY PROFILE

Engitec Technologies was founded in 1998, and designs and manufactures battery disposal and materials sorting and recovery facilities throughout the world. It has its own R&D Division which, thanks also to cooperative relationships with major universities, guarantees cutting-edge technological development, whilst always remaining focused on innovation and environmental sustainability.

Engitec Technologies is headquartered in Novate Milanese (MI) and has a workforce of around 120 staff. It is a member of a multinational group made up of companies with similar lines of business and expertise.

One of the group's companies, Samec, specialises in the development and production of components used in disposal facilities. By working with Engitec Technologies, companies can therefore expect turnkey project delivery: from component production through to design and construction.
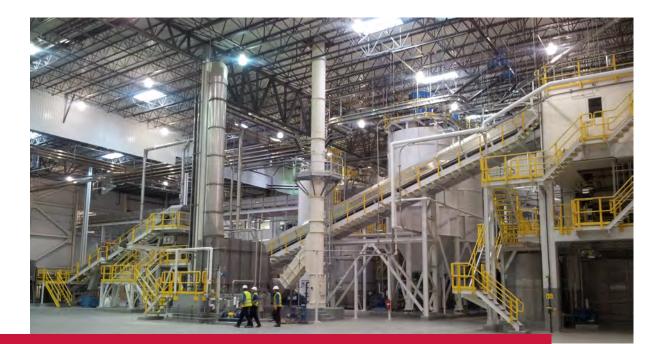
The role of IT and the challenges of tomorrow

Information Technology is considered by Engitec to represent an opportunity for business growth and development. Within this perspective, it is important for the company to work with suppliers that are capable of guaranteeing full-spectrum innovation, alongside technological excellence.

As Engitec's IT manager Antonio Fratepietro notes: "We work with market leaders that not only support us in the immediate term, but also enable us to realise long-term strategies".

Ricoh Italy has been a long-standing partner of Engitec. The partnership started with the supply of PCs and printers, subsequently upscaling to include IT infrastructure, and following more recent developments now also extends to cybersecurity. According to Fratepietro, "this is an area where we always have to keep up to date. We deal with patents and intellectual property, which we have to protect constantly against all possible risks and potential threats. The main challenge was therefore how to build a safe and integrated IT environment that could enable users to access information with absolute security, both in the office and remotely".

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> *ANTONIO FRATEPIETRO*
> *IT MANAGER*
> *ENGITEC*
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> " With the help of Ricoh, we have moved into a new technological era. We have access to state-of-the-art solutions that guarantee the highest security. "
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> *ANTONIO FRATEPIETRO, IT MANAGER, ENGITEC*

Managing security across the board

In order for a business to be truly safe, all links in the chain have to be suitably protected. This can only be done by maintaining a complete and integrated approach. Ricoh carried out a detailed analysis Engitec's activities and processes in order to identify and manage vulnerabilities. On the basis of the results obtained, a project was developed focusing in particular on three stands:

- **Multi-factor authentication for VPN (user ID + password + token)**
- **Immutable Back up**: files backed up cannot in any way be canceled or altered, and so can be swiftly restored in the event of an attack. In addition, these files can only be accessed by system administrators, and in order to do so they have to be physically present in the office.
- **Endpoint security** through the implementation of the SentinelOne solution proposed by Ricoh. SentinelOne is a cybersecurity platform with autonomous response capability. SentinelOne Singularity is the only cybersecurity platform that incorporates prevention, detection, response and research based on Artificial Intelligence for endpoints, containers, cloud workloads and IoT devices within one single XDR platform.

"SentinelOne constantly detects telemetry relating to everything that happens at endpoint level, looking for patterns of conduct and responding appropriately whenever an anomaly occurs. For example, if the files on a PC are suddenly encrypted, the software blocks the action and sends an alert in real time to the IT department, which can then isolate the device from the rest of the network. Since we installed this solution a number of IT attacks have already occurred, and all of them have been blocked without any impact on our business".

Keeping up with change

Antonio Fratepietro concludes: "Thanks to the help we have received from Ricoh and its constant support, along with the adoption of the SentinelOne platform, we have entered into a new technological era. We have access to state-of-the-art devices and solutions that guarantee the highest security. This means that we can keep up with change and sleep soundly because our information is safe".

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services that enable individuals to work smarter from anywhere. With cultivated knowledge and organisational capabilities nurtured over its 85 year history, Ricoh is a leading provider of digital services, information management, and print and imaging solutions designed to support digital transformation and optimise business performance.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2022, Ricoh Group had worldwide sales of 1,758 billion yen (approx. 14.5 billion USD. F

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