

CASE STUDY

Fortinet Provides Critical Protection for Dole plc Global Operations

When your products have a shelf life of approximately two weeks, any amount of downtime can mean lost revenue. This is the challenge that Dole plc, a leading food industry leader and division of Dole Food Company, faces every day.

“We deal with a shelf life of 15 days, so any type of disruption to business or operations directly impacts our return on investment,” says Keith Krivitsky, senior cybersecurity manager at Dole plc. With a global presence and production operations spanning multiple continents, the company is especially wary of downtime from security threats.

Ensuring visibility into its security infrastructure and developing quick responses are crucial components for keeping operations running smoothly. “Having the proper reports, the proper tools to identify, protect, mitigate, and respond to cyberthreats are absolutely key,” adds Krivitsky.

The Importance of Additional Security Layers

Ransomware attacks do not stop when companies undergo big transitions. Dole plc learned the hard way when a transition from one email client to Office 365 left its email solution open to a ransomware attack. It quickly became apparent that Office 365’s security was not sufficient, and the company needed to add additional security layers. Without them, Dole plc operations would be at risk.

Krivitsky also worried about the inefficient Windows Management Instrumentation (WMI), which did not provide sufficient visibility into web logs, application logs, and database logs. “We started with the WMI, and then quickly realized that receiving logs via the WMI was not as efficient as we anticipated,” Krivitsky shared. Without a high level of visibility through the WMI, the Cyber Security Management Team does not have the right information to proactively mitigate risks.

As a global industry leader in produce with multinational offices and operations, Dole plc required a high-impact, nondisruptive security solution for its evolving needs.

Maintaining Security on a Global Scale

Dole plc looked to Fortinet to solve its unique security challenges. The company needed security solutions that would be reliable, easy to implement, and customizable. “We did some research, and Fortinet was one of the leading providers in the Gartner Magic Quadrant,” Krivitsky explains.

Krivitsky’s team first introduced Fortinet into its environment via FortiMail Cloud for email security, Fortinet’s email Security as-a-Service. “We liked the product. We liked the features and the support, so we implemented it early in the morning and right away we could see results,” he says. “The FortiGuard IP Reputation service was quickly able to identify those ransomware attacks and block them automatically.”



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Senior Cybersecurity Manager,
Dole plc

Details

Customer: Dole plc

Industry: Manufacturing

Location: Monterey, California

Business Impact

- Improved risk mitigation and proactive response
- Ease of implementation provided immediate results without disruption
- Identified ransomware attacks and blocked them automatically
- Enabled the team to identify risk areas and take additional actions to ensure uptime

The Dole Cyber Security Management Team later implemented FortiSIEM (security information and event management) to ensure the security of its infrastructure and devices. "As we were growing and learning, we identified that Fortinet has the Advanced Agent event collector for FortiSIEM. We implemented those and then boom, we saw a night and day difference. The events and logs that we did not have visibility to prior, we now did," says Krivitsky.

Fortinet Combines Ease of Implementation With Industry-leading Products

The multilayered protection and threat intelligence from FortiMail helped the company block threat actors and take proactive measures to mitigate risks. "FortiMail gave us some additional visibility as to what was happening," Krivitsky explains. "For example, we were receiving attacks from geographical regions that we did not see prior, and it enabled us to take additional actions such as enabling geoblocking."

The FortiSIEM offered Dole features that addressed its global security threats. According to Krivitsky, "FortiSIEM has helped us a great deal, especially with what we call impossible travel alerts." These alerts indicate when a user who has recently logged in at one location is shown later trying to log in from another location that would be physically impossible to have traveled to in that amount of time. "It helped us very quickly identify some of our risk areas," he adds.

Krivitsky is especially thankful for the relationship Dole plc has established with Fortinet. "Our teams in Europe are very much fans of the Fortinet products. Same thing with South Africa. Here in North America, we are transitioning more and more. We love the services. Our account rep and our technical rep have been 100% spot-on, 100% supportive," he shares. "It has been a great relationship."

Solutions

- FortiMail Cloud
- FortiSIEM

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