

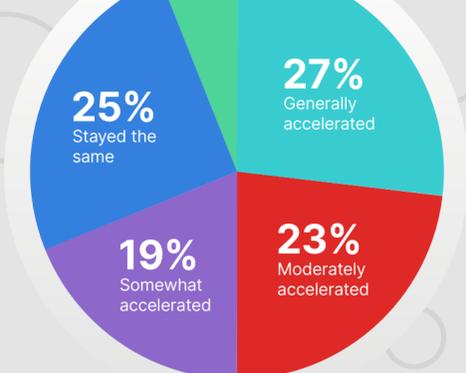
# 2021 Retail Security and COVID-19 Insights

How are retailers dealing with the epidemic since our COVID survey of 2020?

The ongoing COVID-19 pandemic has had a profound impact on the adoption of new technology in the retail sector and created an increased focus on security as the threat landscape expands. As companies turn to technology for the answers, we asked C-level, VPs, directors, and managers of information security in the retail industry what network solutions they are adopting, how they feel about security, and what challenges they still face.

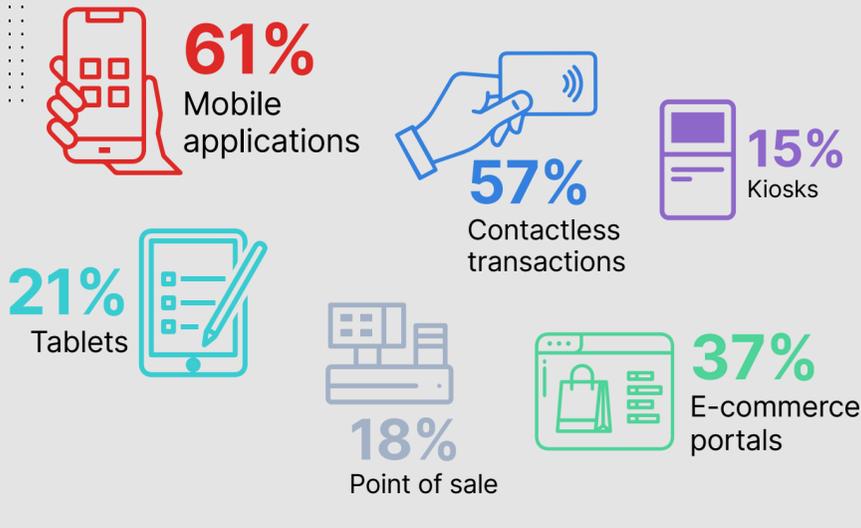
## COVID appears to have had an accelerated effect on technology adoption rates.

As a result of COVID-19, how do you feel your organization's technology adoption was affected?



Retail companies have adopted a wide range of technologies in response to COVID. Mobile apps create a strong connection with customers and facilitate a new way of doing business.

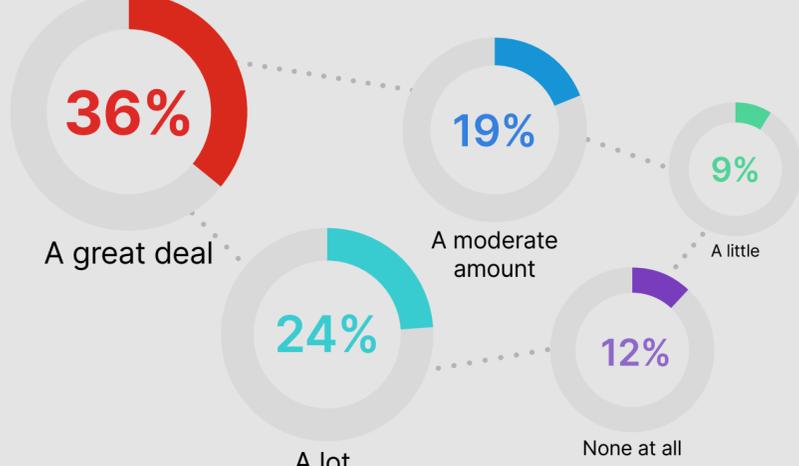
What new technologies were adopted to interact with customers due to COVID-19?



Mobile applications have almost doubled in adoption over 2020. (Up from 36% to 61%.)

News of breaches caused by crimeware and ransomware has clearly had an impact on the importance of endpoint security in the retail space.

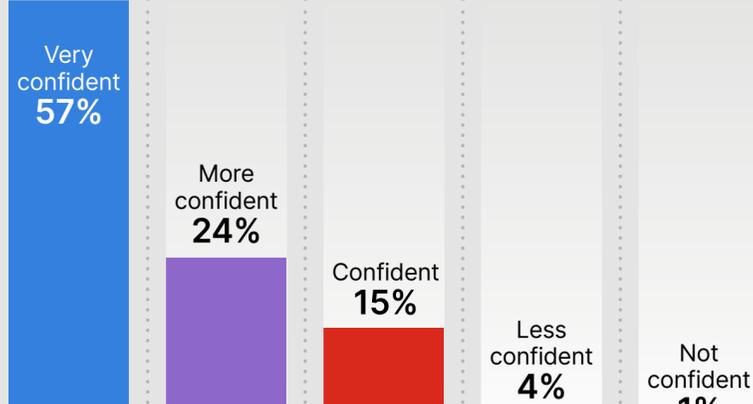
To what degree have recent crimeware and ransomware attacks placed increased importance on endpoint security within your organization?



Retail organizations have become experienced with PCI DSS compliance and are confident in maintaining compliance with new technologies they have deployed. However, 20% express a mark of confident or less.

On a scale of 1 to 5, rank how confident you are in your PCI DSS compliance for newly implemented sales channels.

1 = not confident and 5 = very confident



Retail organizations are focusing on a wide array of benefits from this technology to make their network and business more cost-effective and agile.

If you are deploying or have deployed an SD-WAN solution, what are the primary reasons for doing so?



A majority of survey respondents ranked security as an important or very important reason for choosing to deploy SD-WAN. This is an increase of 10% over last year's survey.

If you chose to deploy an SD-WAN solution, rank the importance of security in choosing an SD-WAN.



Security is an afterthought for many vendors in this space, but Fortinet provides Secure SD-WAN with security built into the design.

Learn how fortinet can transform and secure your network

[Learn More](#)

### About Fortinet

Fortinet provides retailers with cybersecurity solutions that cover the expanding attack surface. Advantages include centralized visibility and management, lower total cost of ownership, and high performance. Achieve a better, faster response to attacks with Fortinet threat detection and Security Fabric integration.