



# Retail Security During COVID-19: Key Findings from the Retail Industry 2020 Industry Trends Report

The retail industry is being hit hard by COVID-19 and organizations need to adapt to new ways of doing business to stay afloat. Fortinet surveyed retailers to find out how they are adapting and overcoming security challenges.

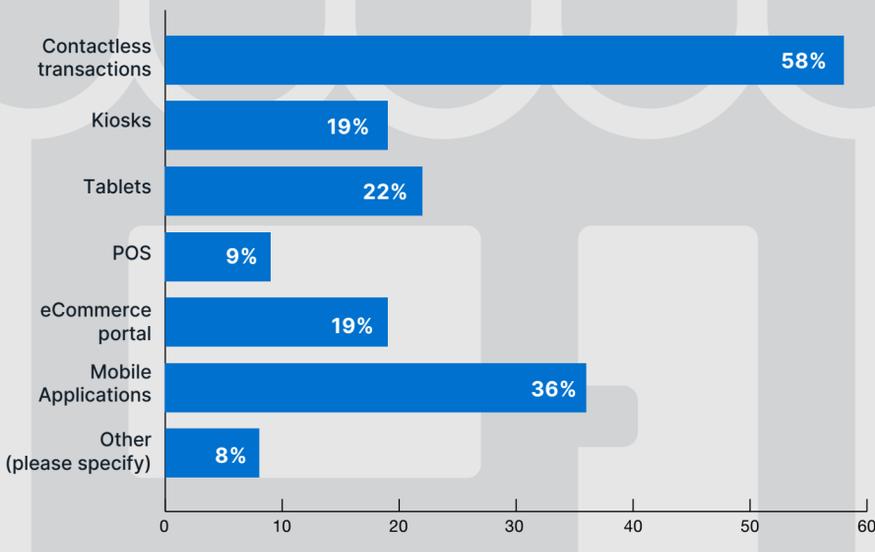
## How Have Retailers Adapted to The Challenges of A Covid-19 World?

Retailers are adding new services and technologies to adapt to the new ways employees must work and consumers must shop.



## Most Common Technology Integrations

Retailers have had to fast-track plans to integrate web and mobile applications, order delivery solutions, and other services with their point-of-sale networks.

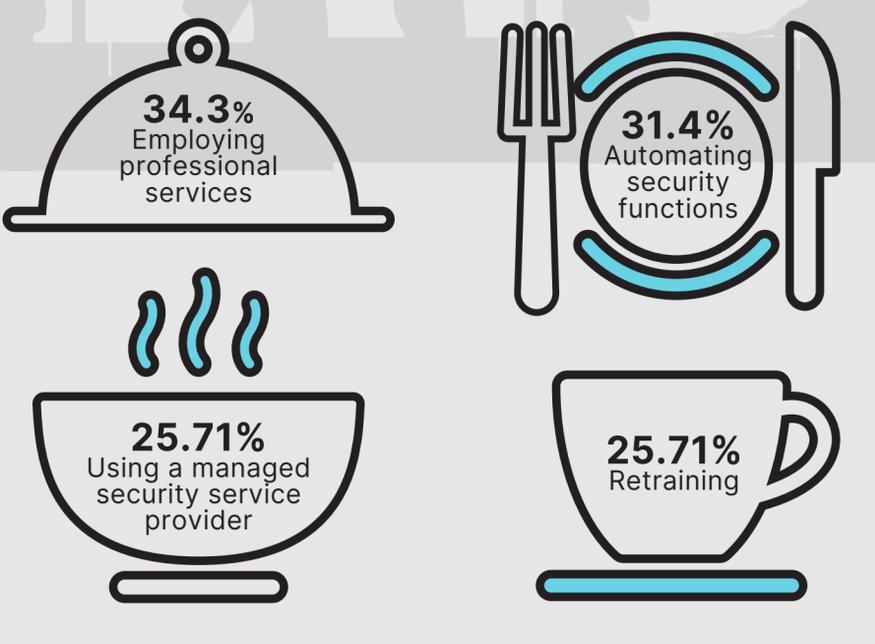


Contactless transactions had the biggest surge in deployments and mobile applications had the next highest increase. Kiosks and tablets are primarily being used to provide customer self-service to make social distancing easier.

## Overcoming Staffing Challenges

44% of survey respondents indicated that staffing is one of their biggest security challenges during COVID-19.

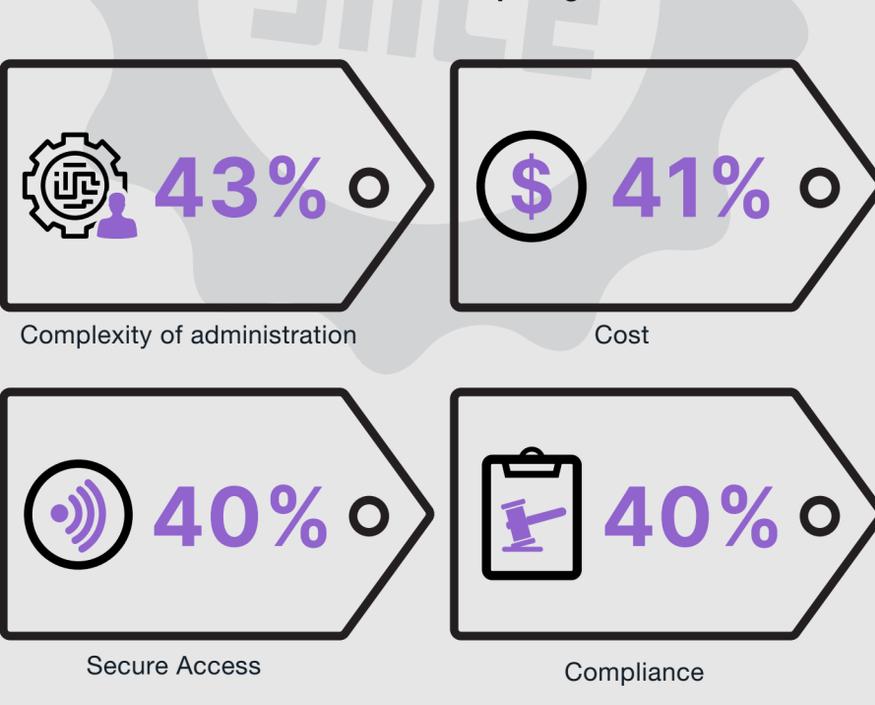
Top 4 ways retailers are mitigating the cybersecurity skills gap



## Cloud Management Presents Problems

Network infrastructure that includes private clouds, public clouds, and on-premises data centers often creates a very siloed environment that is difficult to secure and manage.

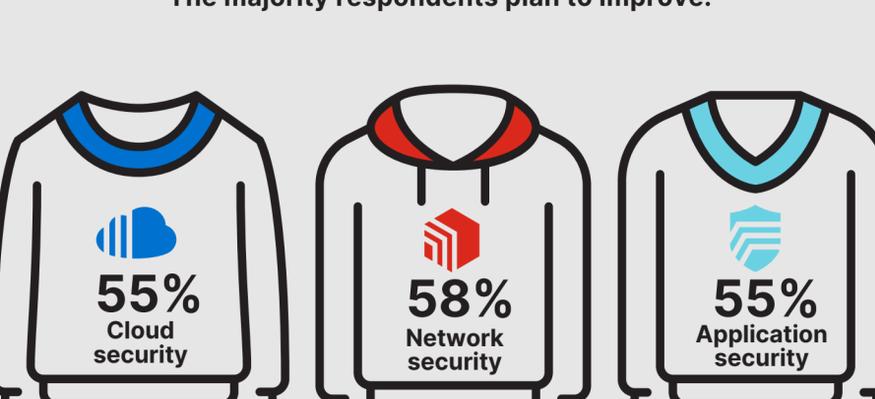
Survey respondents cited the following challenges with cloud computing:



## Future Security Investment Plans

We asked, "In the next 12-18 months, what will your organization focus on to achieve or improve security in depth? (check top 3)."

The majority respondents plan to improve:



Get the full Retail Security & COVID-19 Industry Survey 2020 Trend Report

Visit [www.fortinet.com/retail](http://www.fortinet.com/retail) for more information on how to solve retail security challenges