



CASE STUDY

HOW PROCESS AUTOMATION TRANSFORMED CYBERSECURITY WITH 4SIGHT



**PROCESS
AUTOMATION**



CUSTOMER SUMMARY

Process Automation is the largest manufacturer, designer and distributor of conveyor belt scales, density gauges, moisture gauges, wave feeders, and many other instrumentation - primarily to the mining sector and heavy industries like paper and pulp, ports, wood chips and cement. They were looking for a cybersecurity solution, which they realised was very difficult to achieve in-house and chose to partner with 4Sight. 4Sight had the expertise that sits at the forefront of this ever-changing digital world, offering Process Automation a complete protection solution that was essentially affordable for their business size.

Gregory Phipps
HEAD OF FINANCE AND ICT,
PROCESS AUTOMATION

The entire process with 4Sight was one where we were instilled with confidence from the word go.



CHALLENGES

Process Automation was subject to some of the usual challenges that a medium-sized corporation experience, primarily phishing scams and the like where their staff were receiving emails and responding and giving away potentially important access information, which posed a threat to their cybersecurity and access to their systems. The business was continually concerned about the distraction of these external threats that they had no control over and limited experience to manage.



SOLUTION

Process Automation engaged 4Sight, who focus on cybersecurity, ESG solutions and bespoke data implementations and they delivered a solution that was affordable. The first step was creating visibility and implementing an EDR (endpoint detection and response) solution on the endpoints - laptops, cell phones, any edge device used in the company. The second part was an NDR (Network detection and response) solution, which went onto the customer's servers, firewalls, anything network related, Wi-Fi, guest Wi-Fi - anything that could be an exposure point. 4Sight then opted for a second layer of monitoring, detection and response, where they focused on having response times of 15 minutes for adverse events, ensuring that they react quickly. The third aspect of the solution was a Rubrik deployment for disaster and backup, ensuring an hour restore time, should anything happen in the Process Automation environment.





BENEFITS AND OUTCOMES

The benefit that the implemented solution offers Process Automation is real-time monitoring, 24/7. Additionally, they enjoy endpoint protection, covering essentially all the devices that access their network, offering Process Automation significant peace of mind that they are not vulnerable to threats. They now have world-class technology, active support and people watching out for their systems, providing a sense of comfort in the cybersecurity space. And with a 15-minute maximum response time, the customer knows that 4Sight is going to respond with a solution when any threats present themselves.



FUTURE

In a world that's evolving all the time, one thing that is coming down the track, which 4Sight is working on with Microsoft, is a one-dashboard approach. This dashboard will then provide Process Automation the ability to also monitor the systems themselves, giving them confidence that they do not have any major threats that they need to be dealing with.

Larry Smith CEO, PROCESS AUTOMATION

Certainly for me as a CEO, I like to sleep well at night knowing that my business is safe and my systems are secure and that [Cybersecurity threats] will not hamper our operations and the way that we support our customers in the market.

There's a lot of comfort in our current cybersecurity regime, and we're very comfortable with the work that 4Sight has done for us. We look forward to an ongoing relationship with peace of mind and a safety-first mindset at hand.



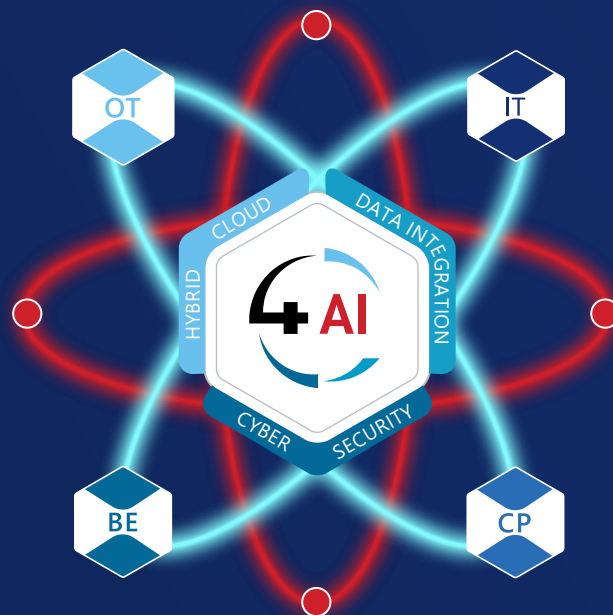


4Sight Holdings Limited (4Sight) is a multinational, diversified technology group listed on the General Segment of the Main Board of the JSE (ticker: 4SI). Our purpose is to leverage our extensive products and services portfolio, focused on **AI** technologies, people, and data-focused solutions, to

design, develop, deploy and grow solutions for our partners (customers and vendors).

The company's mission is to empower our partners to future-proof their businesses through Digital **AI** Transformation to make better and more informed decisions in the modern digital economy.

4Sight's business model enables its partners to take advantage of products and solutions within its group of companies, which will allow them to enjoy turnkey Digital **AI** Transformation solutions across industry verticals.



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