



Company  
Vinmonopolet

Country  
Norway

Solutions  
Panda Adaptive  
Defense 360 & Systems  
Management

Licenses  
2.600

## Introduction

Vinmonopolet, which most people are aware of domestically in Norway, has the exclusive right to the retail sale of wine, spirits and beer (above 4.5%) to all consumers throughout Norway. It can also be said that for that reason Vinmonopolet operates under highly regulated and quite unique rules and legislation. They have just under 300 stores that extend across the entire country. At the chain office, besides a mix of around 100 servers (virtual and physical), there are just under 200 workstations. In the stores they have at a minimum 1 register, 1 back office computer, 1 information terminal, plus 1 laptop and one handheld terminal. Some stores also use tablets.

**OFFER:** In 2014 (The deadline for the tender was 12.12.2014) Vinmonopolet issued the tender competition through the Mercell portal, where they wanted a new deal in place that could strengthen the business through a modern security solution and wanted to associate a support agreement. They wanted a solution that could secure clients, servers and any handheld devices, against any threat that could compromise their systems and user equipment. It was specified that they also wanted the solution to protect against data leaks.

They would make their purchases based on the best combination from a vendor of a security product, based on technology, deployment process, implementation with current infrastructure, in addition to operation and maintenance of the security platform, that had to meet their high demands for both requirements and specifications. The agreement was specified for 3 years with option for extension of 1 + 1 year. The license purchase consisted of 2400 licenses distributed on 1200 PCs and 1200 workstations.

The around 2000 users of the Vinmonopolet are spread out geographically at their given chain offices and of course the Vinmonopolet stores around Norway. They have an extensive use of IT, which must be in line with their activities related to the Alcohol Act and other rules for compliance attached to special laws aimed at Vinmonopol's daily management. They emphasize flexible, Functional and cost-effective services that would satisfy their current and not least future requirements for cyber-security. The agreement with the chosen supplier was to be considered long-term if the desire for proactive protection was met within the service offer.

## IT Organization

The IT unit that operates, supports and manages the IT-environment of Vinmonopolet's IT-equipment in the broad range of services, systems, computers, client equipment, infrastructure and applications, has particular high demands in relation to response time. In the classification process of trouble tickets, they must be able to respond within a period of 30 minutes to 2 working days on any given event from critical to low.



## Performance Requirements

There was a long list of supplier requirements. Essential requirements included some of Panda Adaptive Defense strong sides such as fighting phishing and crypto-virus concerns, as well as proactive protection against unknown threats (so-called zero-day threats or zero-days) and the neutralization of these. Vinmonopolet also wanted the opportunity for trend and threat analysis with subsequent notification and reporting capabilities provided directly to the administrators this would concern. Administration and distribution from cloud console with associated intelligent protection and "collective intelligence" was also specified.

They also had a goal to simplify their administration tools, which needed to provide an overview of necessary updates and patches, which could also centrally display any errors, as well as provide total version control within their networks. The supplier also had to meet the requirements for "Green IT" which is high capacity combined with low resource usage.

Monitoring of critical events on processes pinpointed as important and services would of course need to be 24/7 and should support Vinmonopol's service requirements against proactive maintenance. In order for systems to perform optimally, maintain good capacity and be scalable, the supplier's offering should incorporate best practice routines and processes for this. Vinmonopolet's IT-department's rolling internal security shift process has a mission to ensure uptime, the ability to reach both Norwegian and international support for escalations was therefore an absolute must have.

## Conclusion

The IT Manager who had the final choice, which landed on Panda, has been in the organization for over 9 years. He is in charge of all operating platforms across all of Vinmonopolet's various sites. Security is a growing challenge everywhere. Panda is the front-line defense in several layers of security mechanisms implemented at Vinmonopolet. Also as a welcome off-site security measure, such as where laptops are out of the office. With Panda you have an overview of where they have been and insight to any security events that may happen out there. Automation to Panda has simplified the job of the administration of security and provided Vinmonopolet desired control over their overall client management.