Enhancing Cybersecurity for Product Development At Brother Industries

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Japan

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Mitigating digital security risks with NEC

The Challenge

Brother Industries is a Japanese multinational company that operates a wide range of businesses such as printers and industrial equipment. As part of their vision for the future, the group decided to embrace digital transformation (DX) in three particular areas: Business DX to provide high-level services using IoT, Operational DX to build a sustainable supply chain, and constructing Infrastructure DX to create reform in business processes and data utilization.

Through digital transformation, the company's products and services naturally developed an increased reliance on the Internet. This led to a rise in the risk of cyber attacks as well as an increase in the possibility of products negatively impacting their customers' activities and businesses. These increased threats made the company realize that they needed new product development security guidelines that were practical and effective.

The Solution

To address the increasing security risks associated with digitized products and services, Brother Industries sought external expertise. After evaluating a range of proposals, they chose NEC as their partner owing to NEC's experience as a global manufacturer, as well as their professional expertise in providing practical solutions based on their accumulated knowhow.

NEC helped evaluate the existing guidelines and made recommendations to create new guidelines that covered the entire supply chain, including across areas where Brother Industries hadn't anticipated security risks such as production, storage, and transportation. NEC's security specialist team also provided consultation across multiple verticals – from business administration to secure system implementation and operation.

The Benefits

❖ **Drive further DX:** In addition to the new security guidelines, NEC also conducted seminars which helped create a reinforced environment for employees to accelerate DX.

❖ **Enhanced entire product safety:** As the new security guidelines cover both consumer and industrial products, Brother Industries was able to increase the security of their offerings and minimize risks both to customers' activities and businesses.

❖ **Developed comprehensive and practical security measures:** The new product development guidelines were robust and complied with regulations while ensuring there were no negative impacts from their actual business operation such as supply chain.

"First, we asked NEC to evaluate the existing guidelines, and received advice on additional points of view and specific measures. Based on that, we made additions and modifications. We received NEC's review again, and continued to make revisions and updates through which we created the new guidelines. NEC's attitude throughout the project was more like a member of Brother Industries than an outside expert.

Mr Satoru Yanagi, Brother Professional Engineer, Software Technology Development Department, Development Center, Brother Industries, Ltd.

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A drive towards greater sustainability by NEC

01 **Resilient infrastructure**
A shared responsibility framework helps keep products, including cloud, secure to achieve true sustainability

02 **Reduced product wastage**
Practical and robust security guidelines prevent breaches and ensure that an optimal number of products are manufactured and used