

Securing Critical OT Infrastructure for a Pharmaceutical Leader

Customer Case Study

Hermes Arzneimittel Holding, a European pharmaceutical company with over 100 years of expertise, faced critical OT cybersecurity challenges. As a leader in non-prescription medicines and dietary supplements, their operations rely on highly regulated logistics and manufacturing processes. Ensuring compliance, operational continuity, and safeguarding public health were their top priorities.

OTORIO Titan was deployed to resolve their primary challenges: incomplete OT asset visibility and a lack of insights, prioritization and remediation plan, which had left security gaps unaddressed and operational threats heightened. By prioritizing critical risks and delivering practical guidance, OTORIO provided a proactive approach to managing the sensitive OT environment, directly improving operational efficiency and resilience.

Customer Challenge

Hermes Arzneimittel Holding faced several related issues:

1. **Manual, fragmented processes:** Asset management relied on spreadsheets and manual processes, prone to data loss and errors, making the OT environment difficult to secure and operate.
2. **Lack of OT visibility:** Blind spots left unmanaged vulnerabilities unidentified, exposing the organization to compliance gaps and operational risk.
3. **No prioritization framework:** The absence of full visibility and operational context made it difficult to address high-impact issues efficiently.
4. **Resource limitations:** Limited on-site OT security personnel and reliance on remote IT expertise slowed mitigation efforts.

A prior IT-focused solution deployment failed to deliver deep, meaningful context and asset attributes, emphasizing the need for an OT-specific approach.



OTORIO Solution: Advanced Security Platform Built for Operational Environments

OTORIO Titan Visibility Essentials module addressed these challenges through a focused deployment, providing full asset visibility and streamlined IT and OT workflows, while setting a robust foundation for future security program expansion:

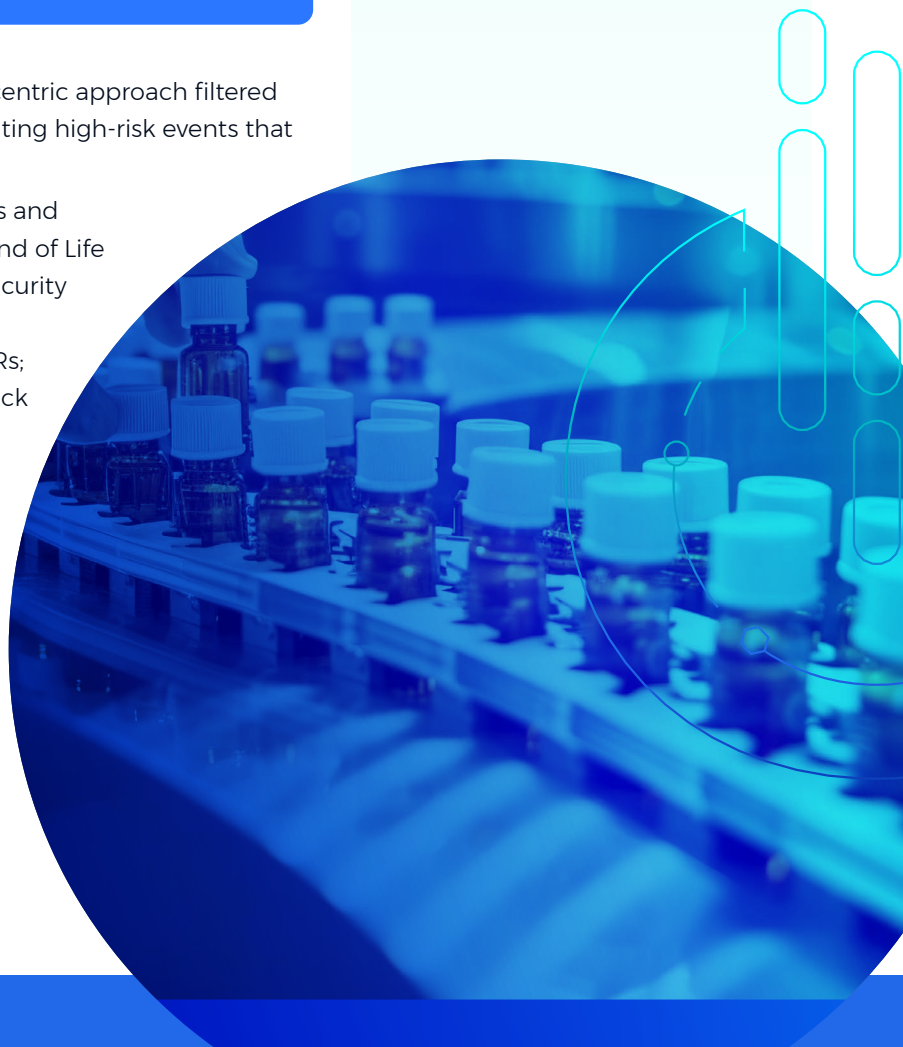
- **Extensive data collection and comprehensive asset visibility:** OTORIO Titan provided an accurate, context-rich asset inventory, mapping all IT and OT assets- including legacy equipment- down to level 0 I/O Devices. With best-in-class asset discovery rates, it combined cross-channel data collection through robust third-party integrations, industrial integrations, passive network monitoring, and Safe Active Query, enriched with AI-driven insights to deliver high-fidelity attribution and insights that grow as integration deepens. OTORIO Titan mapped all assets, including their roles and interdependencies, offering valuable intelligence into their potential operational impact.

OTORIO's Safe Active Query is a unique, non-intrusive approach to querying the network, safely providing rich insights and asset attributes without affecting operational continuity.

- **Prioritization at the core:** OTORIO Titan's asset-centric approach filtered noise and slashed the number of alerts, highlighting high-risk events that required immediate action.
- **Exposure Management:** Detecting security gaps and misconfigurations, such as default credentials, End of Life assets or use of unsecure protocols; validating security controls effectiveness by analyzing the coverage and utilization of firewall configurations and EDRs; assessing the attack surface and identifying attack paths to critical assets.
- **Quick deployment:** Quick onboarding, light training module and an intuitive, customer-centric interface allowed both IT and operational teams to utilize the platform shortly upon deployment.
- **Practical mitigation guidance:** The platform automatically assessed operational units risk levels and provided step-by-step recommendations and playbooks, bridging skill gaps and enabling operational teams and security practitioners to prioritize critical vulnerabilities and address them efficiently.

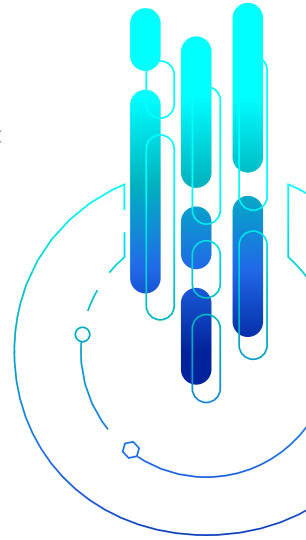
“ At Hermes, we deployed the OTORIO Titan platform across all of our sites, gaining complete visibility into our OT network assets and vulnerabilities with outstanding accuracy. The platform's flexibility, combined with its unique OT-specific expertise, provides exactly the value we were seeking. ”

Kilian Helfert,
IT Security Officer



Highlights

- **Shortest time to value:** OTORIO Titan delivered comprehensive OT asset visibility shortly upon deployment. Previously undocumented devices were identified, creating a robust and reliable asset inventory while leveraging existing security stack.
- **Trust in Safe Active Query technology:** OTORIO's Safe Active Query mechanism earned the customer's trust by safely enabling ultra-rich data collection. This gradual process, tailored for OT environments, proved both effective and secure within their sensitive production setting. Granting OTORIO access in such a critical environment was a clear testament to the reliability of OTORIO Titan's technology.
- **Bridging skill gaps:** The platform's step-by-step mitigation playbooks empowered teams to immediately implement remediation steps, driving effective risk reduction.
- **Accurate vulnerability mapping:** By correlating vulnerabilities with specific assets and operational processes, the platform eliminated false positives, enabling optimal resource utilization and a cost-effective course of action.
- **Compliance integration:** With built-in compliance measures, OTORIO Titan automated IEC 62443 readiness, reducing the customer's regulatory burden.
- **Exceeding expectations:** Deploying OTORIO Titan has met and exceeded the customer expectations, providing a streamlined, stable OT stance, bridging the shortage of skilled human resources and reducing response time.
- **Evolving security needs:** Establishing a solid foundation that provides a unified, centralized view across all sites, as the organization's security needs evolve.



Shortest Time-to-Value

60% Security Controls Improvement

Presenting precise inventory based on Safe Active Query shortly **Upon Deployment**

Up to **75%** Resource Savings on Technical Assessment

Summary

The company streamlined OT-IT workflows and deployed an effective security plan, establishing a single source of OT truth. The implementation of OTORIO Titan enabled business-critical decision-making by providing contextual insights into the highest-priority mitigation actions. By prioritizing events and correlating operational data with business context, it reduced noise and alert fatigue, allowing the team to focus on what mattered most for maintaining operational continuity.

About OTORIO

OTORIO is a leader in OT security solutions dedicated to safeguarding enterprise IoT and OT environments for enhanced safety, productivity, compliance, and resilience. Its flagship platform, OTORIO Titan, provides an all-encompassing suite of applications that brokers IIoT, OT, and CPS security controls into IT workflows, ensuring proactive protection and efficient risk management.