

Duferco

At a Glance

- Autonomous Response defends against machine-speed attacks
- AI has augmented a small security team
- Stops sophisticated threats without disruption

Duferco

Duferco Steel Processing

Duferco is a steel processing company located in Saldanha Bay, South Africa. Its products are manufactured and delivered with a philosophy of ‘prime, on time, every time’. Duferco’s high-quality, cold rolled steel products serve a range of unique customer requirements across the US, Europe, and Africa.

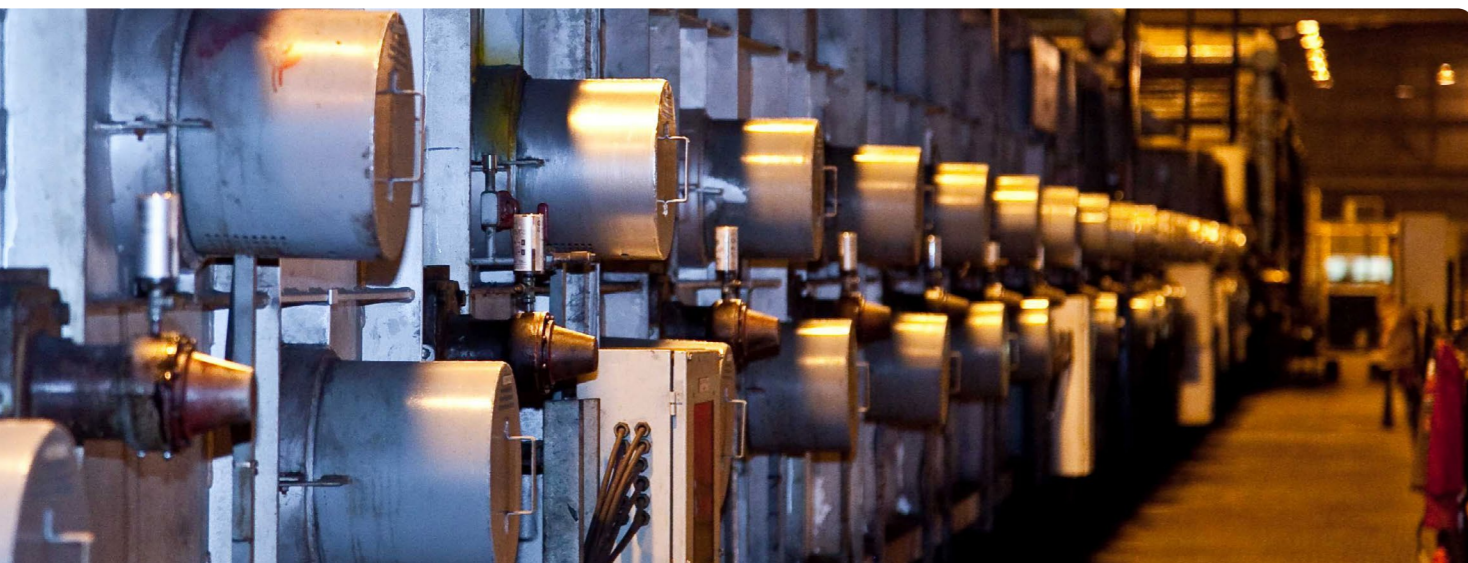
AI learns complex digital environments

Ruth Amui, Duferco’s IT Manager, oversees her organization’s IT and OT security needs with only a small team, meaning time constraints have long been the limiting factor for their security posture. Now, however, Darktrace’s Autonomous Response has taken on the responsibility of detecting and neutralizing threats across their network, and provided Amui’s team with more time to focus on their other important tasks.

When dealing with the security of complex digital environments, expertise is another factor which can cause problems for companies like Duferco. However, Darktrace understands businesses from the ground up, meaning the AI can learn the intricacies of these environments in order to spot and neutralize anomalous, threatening activity. Autonomous Response can be set up in human confirmation mode, so that it only takes action on request, but Amui trusts its meticulous knowledge of her company’s systems: “We mostly let Darktrace do its own thing, and log on when it notifies us of something serious,” she says. “Having Autonomous Response active really gives you that peace of mind. Every other tool is reactive. Darktrace is proactive.”

“When there’s a problem on a device, Darktrace doesn’t wipe out the entire user. They can continue on working while Darktrace deals with the problem.”

Ruth D. Amui, IT Manager



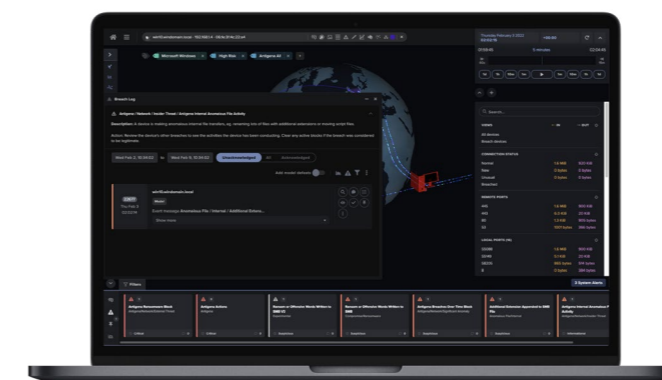
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The need to protect productivity

Since its foundation in 1999, Duferco Steel Processing has grown into a truly multinational company, with a capacity of over half a million tons of steel products per annum. Even at this high level, however, the nature of the industry necessitates slim profit margins. Because of this, sustained production rates are crucial, while the potential for machinery downtime poses a real threat.

Ransomware attackers are more than aware of the threat they pose to companies which are reliant on OT systems and unwilling to weather sustained downtimes, and are therefore more likely to target them. For Amui, it was crucial that she find defenses which would fight back against the most sophisticated attacks to minimize and possibly eliminate the risk to the company and its operations.

First Technology Western Cape, an official Darktrace partner, saw that Amui’s team could benefit greatly from AI-driven cyber-defenses and organized a demonstration of the technology. After seeing its capabilities, Amui was soon deploying Darktrace’s Autonomous Response, which takes machine-speed, calculated action against ransomware at any stage, without the need for updates or human intervention. “We cannot fight threats today with the same methods we used in the past,” she explains, “we needed a more intuitive and intelligent solution.”



Darktrace’s findings and autonomous actions are shown in the Threat Visualizer

Stopping threats without stopping business

Amui needed a solution which would not only stop these advanced threats but do so without disrupting the rest of the business. Many traditional rules-based tools take largely indiscriminate actions to stop attacks, putting normal business operations on hold to stop a threat from spreading. For businesses which rely upon constant uptime, this approach can cause significant problems and financial losses.

Darktrace’s responses are more tailored, with the AI continuously reviewing the threat and its own actions as an attacker pivots and changes tactics. The AI’s knowledge of ‘self’ enables it to enforce normal operations, delivering a precise response to contain only the malicious behavior, and leaving the business undisturbed. Amui explains: “When there is a problem on a device, Darktrace does not wipe out the entire user. They can continue on working while Darktrace deals with the problem.”

Amui now enjoys new levels of visibility over Duferco’s digital estate, and is happy to report that Duferco has not suffered any cyber disruption or information breaches since deploying Darktrace last year.

“Darktrace allows us to manage IT risks more efficiently and proactively to avoid possible data breaches, and helps us to comply with the required legislative requirements, which is vital for any business.”

Bertram R. Albrecht, HR Manager