



CUSTOMER STORY

Lagardère Travel Retail Italy Keeps its Channels Open with FireEye Email Threat Protection

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CUSTOMER PROFILE

With an established presence in over 45 countries, spread across six continents and USD7.5B (€7.1B) in annual sales, the Lagardère Group is a global leader in distribution, entertainment management and content creation.

The Group is made up of four key business lines:

- Lagardère Publishing
- Lagardère Travel Retail
- Lagardère Active
- Lagardère Sports and Entertainment



Lagardère Travel Retail Italy, a subsidiary within the Lagardère Travel retail business line, manages a USD320 (€300M) business of 140 stores in foodservice and duty-free retail shopping across Italy. With 1,500 employees using 500 cloud-based email clients, typical volumes range between 350,000 and 365,000 messages per day. Safeguarding company email from attacks is critical to ensuring continuous business operations. Due to the nature of the business, email is a very critical component of how the company operates. However, this also meant that significant quantities of spear phishing and other harmful messages were targeted at the company. And these were bypassing existing email filters so IT Leadership determined that immediate action was imperative.

“The unique approach taken by FireEye gives us added diversity and best-in-class protection that definitely elevates our overall security posture.”

— **Alberto Signor**, Vice President, Information and Communication Technologies, Lagardère Travel Retail Italy

Addressing advanced threats

Lagardère Travel Retail Italy embarked on a project to supplement the native antivirus security in its existing Microsoft Office 365 (O365) email environment to equip itself with enhanced protection against sophisticated threats. Alberto Signor, vice president of information and communication technologies, commented “We wanted to add an additional layer of security to ensure that we weren’t vulnerable to expensive and potentially crippling advanced attacks from spear-phishing, malicious URLs, ransomware or zero-day exploits.”

Based on their own evaluations and peer recommendations, Signor and his team made the decision that the cloud-based FireEye® Email Threat Protection (ETP) solution would best meet their heightened requirements for prevention of threats coming across the most common vector for advanced threats: email.

Intelligent protection and operational effectiveness

After a one month proof-of-concept that proved the solution was effective and easy to manage, the team confirmed that FireEye ETP was able to drastically reduce levels of spear phishing emails that reached employees. FireEye detected encrypted threats at both the file and text level for added security, and because ETP was deployed in active blocking mode, they were successful at keeping significant threats out of the environment entirely. The FireEye solution also quarantined a daily average of 50 malware attempts: instances that previously had gone unchecked past the existing email filtering product.

Simplified implementation

The Lagardère Travel Retail Italy team found ETP integrated easily with legacy components from other providers — including the existing O365 defenses — to deliver a layered approach that provided an elevated security stance. Lead systems engineer Enrico Lo Buono described, “I was impressed by how quick and straightforward ETP was to configure, I was able to complete setting rules and have everything up and running in less than 15 minutes!”

Reviewing email traffic and providing reports to users also was simplified, “The FireEye portal makes it easy for me to review email threats and view message flow across our entire infrastructure,” Lo Buono stated.

He continued, “The FireEye solution also provides a great feature that lets each user opt-in to receive an email report showing all the threats that have been blocked from their account. Users can then choose to release a validated and verified email that was previously identified as a threat to their inbox with a simple click on a link if they determine that it’s legitimate.”

Confidence to work securely

With its cloud-based email now secured by FireEye Email Threat Protection, the IT team was able to contain the email-borne threats that too often impacted employees using the standard Microsoft Office 365 tools. Having this kind of threat prevention enables the company’s 1,500 employees to work securely and with the confidence that their email messages no longer had any potential to inflict damage.

Freedom to achieve long-term results

The security provided by the FireEye ETP solution ensures that Lagardère Travel Retail Italy can continue to serve its travel customers without concern for malicious email attacks. With company assets safeguarded from threats, its foodservice and duty-free shopping businesses can focus on winning new customers, forging partnerships, and boosting long-term results. Signor concluded, “FireEye ETP helps us protect our business by providing an intelligent solution that monitors and contains the threats, spam, potential viruses, and malware instances we were experiencing.

“Microsoft O365 contains some very solid capabilities but the unique approach taken by FireEye gives us added diversity and best-in-class protection that definitely elevates our overall security posture. We are extremely satisfied with our choice of FireEye Email Threat Protection.”

To learn more about FireEye, visit: www.FireEye.com

FireEye, Inc.

601 McCarthy Blvd. Milpitas, CA 95035
408.321.6300/877.FIREEYE (347.3393)
info@FireEye.com

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About FireEye, Inc.

FireEye is the intelligence-led security company. Working as a seamless, scalable extension of customer security operations, FireEye offers a single platform that blends innovative security technologies, nation-state grade threat intelligence, and world-renowned Mandiant® consulting. With this approach, FireEye eliminates the complexity and burden of cyber security for organizations struggling to prepare for, prevent and respond to cyber attacks.

