Case Study

Super-Pharm Monitors Its Extensive Network and Controls Third-Party Activity with Ekran System

■ The challenge

As a leading pharmacy chain with hundreds of retail locations and thousands of checkout terminals, Super-Pharm needed to monitor the whole network and ensure that every pharmacy functions properly. To do this, they wanted a lightweight solution that would record every checkout point session in video format in order to detect bugs and perform troubleshooting. They also wanted to investigate security incidents and system errors to quickly solve problems that may arise.

Additionally, Super-Pharm faced the challenge of how to monitor third-party activities within its pharmacies' IT network and critical systems. The client needed a comprehensive solution to control and manage access of subcontractors to drugstores' IT system and sensitive data. The company wanted to monitor what each third-party user does and immediately block any suspicious activity.

After evaluating numerous solutions, the customer chose Ekran System.

> *Ekran System provides the widest set of tools in terms of monitoring, recording, identity management, access control, alerts on unusual activities, two-factor authentication and more. The platform is also unique in its ability to withstand the large loads and record activities at all checkout points in our branch offices.*

Nir Ben Zion,
IT & Cloud Director, Super-Pharm

The customer

SUPER-PHARM

Super-Pharm is one of the largest pharmacy retail chains in Israel. It has more than 280 stores all across Israel and branches abroad. Super-Pharm also operates as an online store, where customers can order health and beauty products.

Super-Pharm has more than 10,000 employees and works with multiple subcontractors to support its operations and supply chain.

Customer's need	Result	Our offer
Effectively manage the whole network and quickly detect errors	Ability to view the status of all checkout operations in real time	Real-time activity monitoring of each checkout session
	Immediate detection of abnormal activity and checkout errors	Alerts on security events and suspicious activity
Investigate bugs and errors by analyzing session records	Ability to record and store session recordings from all branches simultaneously	Optimization of the centralized database format and structure
	Identification of patterns or actions that cause problems	Session video recording
Secure third-party access to the customer's system	Management of server access by subcontractors and suppliers	Third-party access control
	Verification of vendor identities and prevention of unauthorized access	Third-party identity management
Reduce the risk of third-party insider threats	Opportunity to review and investigate third-party activity with sensitive data	Continuous third-party monitoring
	Ability to detect and block a user from performing harmful activities in real time	Real-time alerts and incident response

■ The result

Using Ekran System's rich set of features, Super-Pharm achieved:

- Management of all checkout points within hundreds of retail pharmacies, with monitoring in real time and via recordings

- Immediate detection of errors, allowing security officers to take proactive measures so as not to affect the operation of the whole network

- Ability to record and store lots of checkout sessions for detailed investigation in case of system errors

- Smooth operation of all pharmacies, significantly contributing to the customer and user experience

- Implementation of a zero trust architecture and prevention of unauthorized access

- Third-party access management and monitoring

- Real-time detection of security incidents and suspicious activity

- Immediate session termination and blocking of any user who poses a threat to the system

> In addition to monitoring all checkout points, Ekran System also allowed us to effectively manage the access of subcontractors and suppliers to our IT system. Using Ekran System's secure jump server, we can easily see which server and which information each subcontractor accesses. Our satisfaction with Ekran System is as high as possible. It's an ideal cybersecurity solution for pharmacies.

Nir Ben Zion,
IT & Cloud Director, Super-Pharm

How we did it

Super-Pharm enhanced their cybersecurity and fulfilled all their requests by leveraging the following Ekran System capabilities:

✅ **Continuous activity monitoring.**
With 24/7 monitoring and recording of all endpoint activities within the network, Super-Pharm controls the workflow of all pharmacies and gets insights on system errors. These insights help Super-Pharm's specialists to investigate bugs and identify problematic patterns or user actions.

✅ **Real-time alerts on abnormal activity.**
Super-Pharm's security team can detect any abnormal activities at endpoints, using preset and customized alerts and notification tools offered by Ekran System. This allows our client to perform troubleshooting at the affected endpoint as quickly as possible.

✅ **Outstanding recording capabilities**.
By implementing Ekran System, our customer can simultaneously record sessions in all its branch offices in video format. Due to optimization of the centralized database format, these records consume very little space and can be stored in large quantities. This ideal solution for session recordings for all drugstores allows Super-Pharm to store recordings for a long time and analyze them whenever necessary.

✅ **Searchable records of each session.**

Since recorded sessions are coupled with text metadata, the Super-Pharm team can easily search for particular records. This allows QA specialists to manage tickets quickly and efficiently. With that, Super-Pharm now gets images both in real time and in recordings, allowing QA specialists to reconstruct an incident, identify patterns that led to the issue, and neutralize the problem.

✅ **Third-party identity verification.**

As there are many remote subcontractors and vendors who need to access the system, Super-Pharm takes advantage of Ekran System's two-factor authentication for enhanced verification of user identities. Also, our solution helps security officers implement the zero trust architecture and provide granular access control to vendors. Now, the company can verify that users attempting to access critical assets are really who they claim to be.

✅ **Third-party activity monitoring for pharmacies.**

Understanding that external connections to the organization's network may pose security threats, the Super-Pharm security team uses Ekran System to keep a close eye on third-party sessions 24/7. The company has full visibility into who accesses what.

✅ **Immediate threat response.**

To prevent harm to their system and protect sensitive data, Super-Pharm can now instantly get an alert and block a user when suspicious activity is detected. As a result, the risk of insider threats and data leaks is minimized.

Super-Pharm is satisfied with Ekran System's comprehensive set of features for monitoring, recording, and detecting abnormal activities. The company claims that Ekran System is not only a robust solution to monitor third-party users for pharmacies but is an ideal management tool as well. They also appreciate that Ekran System is a lightweight solution that's able to withstand large loads, which is ideal for Super-Pharm's numerous branches.