

# Retail Security & COVID-19 Industry Survey 2020 Trend Report



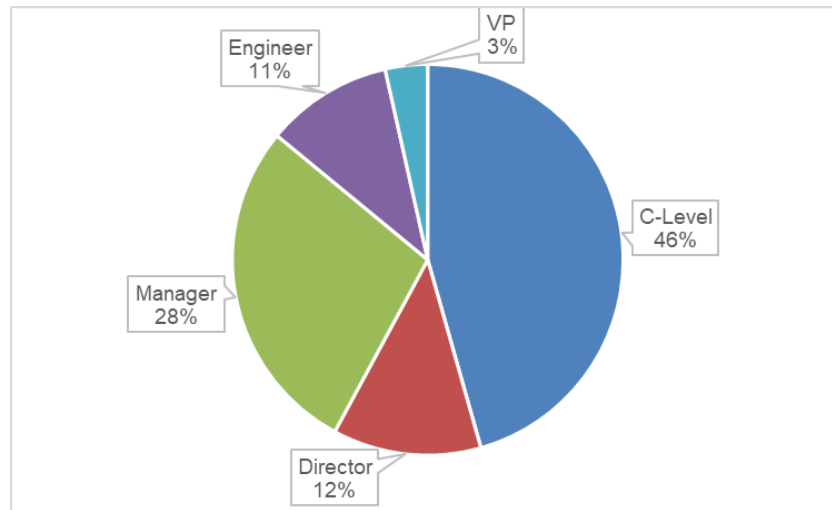
# Executive Summary

- Canam Research partnered with Fortinet on the topic of retail industry cybersecurity during COVID-19.
- Over 75 responses were collected from executives and security professionals in the retail industry.

## Research focused on:

- Changes to the business due to COVID-19.
- The challenges experienced with adapting the business to COVID-19.
- The kinds of services being evaluated or used to address staff shortages.
- What role SD-WAN solutions are playing in the overall security stance.
- Cloud security stance and how it is being addressed.

## Respondents by seniority:



# Key Observations

**Self reporting on security breaches was interesting** - **60%** indicated “*No recent security incidents*”. **12%** had a breach within the past 12 months and **9%** reported that it had been over 12 months since they had experienced a breach. We rate these responses as more honest than responses to previous security related surveys.

**Remote work and work from home data** – unsurprisingly **88%** of respondents have added or expanded work from home during COVID-19.

**eCommerce has increased as a response to COVID-19** - **43%** of respondents to the survey indicated that they have added or expanded eCommerce capabilities at their company.

*Contactless transactions* were added by a similar number of respondents.

**Confidence in security for these new and expanded technologies is good** - **75%** of survey respondents are confident or very confident in their security measures for remote work and PCI DSS compliance for eCommerce.

# Stance on Cloud Security for Infrastructure and Applications



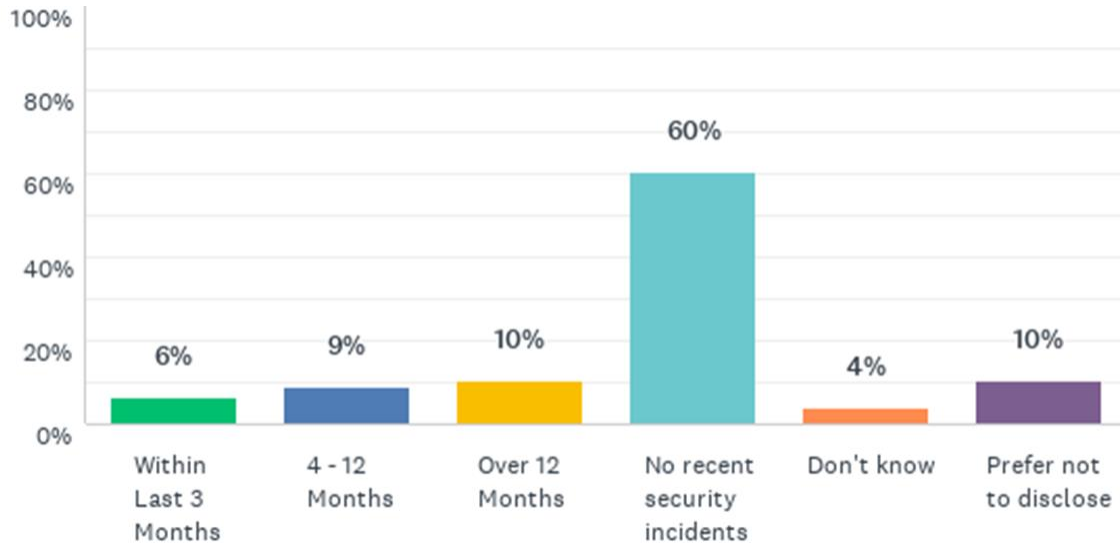
A third of respondents see cloud security as their responsibility, **45%** see cloud security as a shared responsibility, and **19%** see it as the cloud provider's responsibility.

# Security is of primary importance to those choosing to deploy an SD-WAN solution



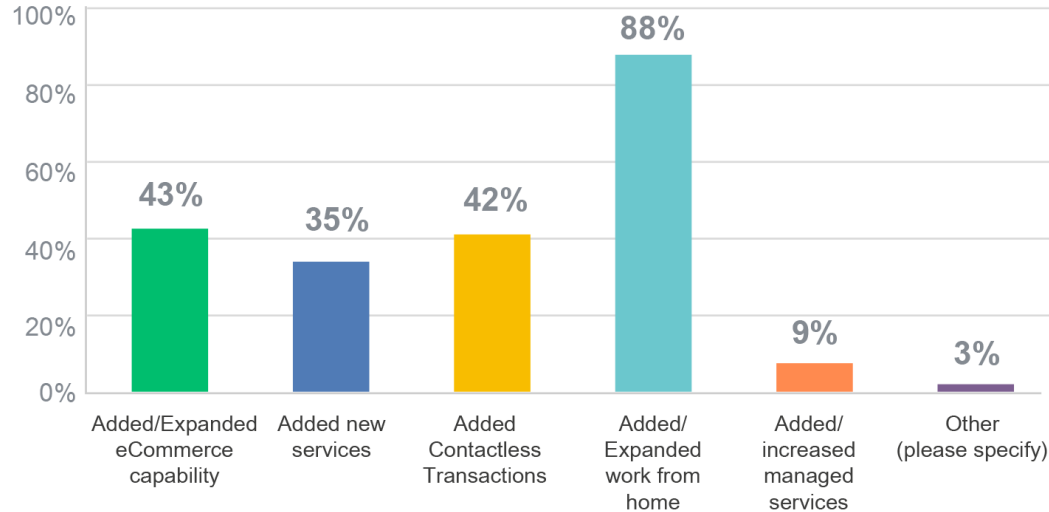
**74%** of survey respondents rated security as an important or very important reason for deciding to deploy an SD-WAN solution.

# How recently have you had a security breach?



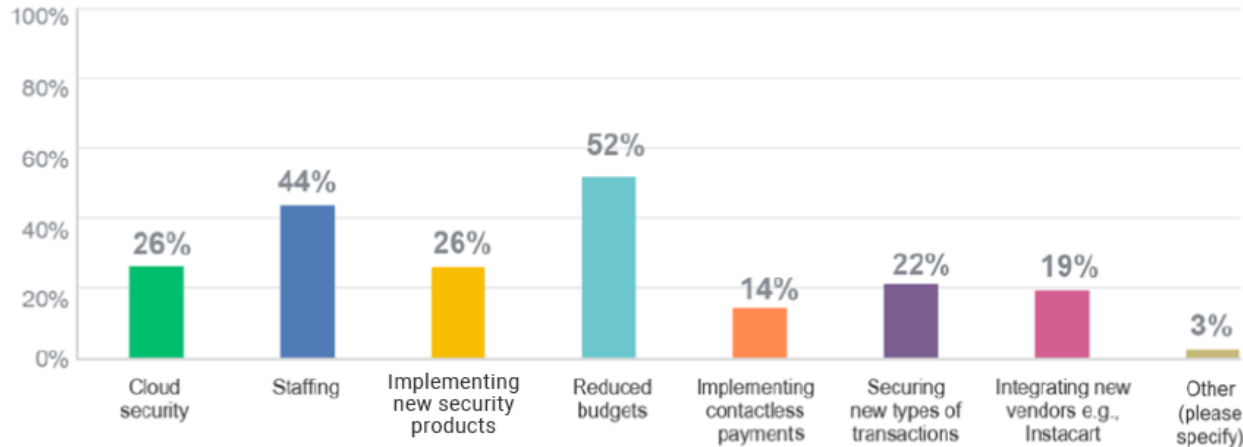
How do these responses match with other industry data? Probably not very well considering that security breaches have increased dramatically in 2020 and the advent of COVID-19. That said, respondents were more forthright than in other security surveys we've conducted.

# In what ways has COVID-19 changed the way your company does business? (check all that apply)



It is interesting to see the numbers on eCommerce and new services. Retail businesses have been adapting; fortunately, it is probably easier than ever before to adapt since remote work and eCommerce technologies have matured and become easier to deploy and use.

# What are some of the biggest challenges affecting your security posture during COVID-19? (check all that apply)

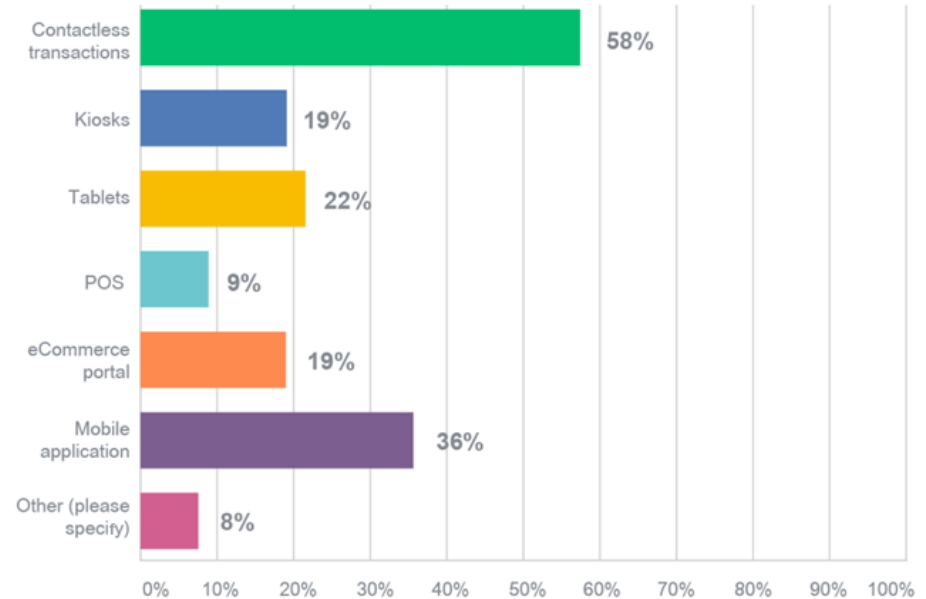


Not enough money or people is a perennial problem for IT organizations. With COVID-19, there's a new set of challenges, such as implementing contactless transactions and integrating new partners that are now needed to serve customers.

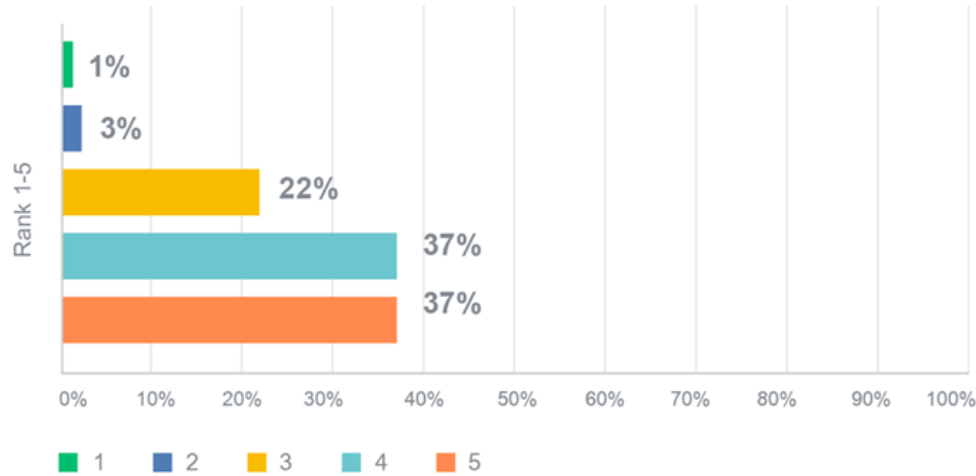


# What new technologies have been adopted to service customers due to COVID-19? (check all that apply)

*Contactless transactions* had the biggest surge in deployments and mobile applications had the next highest increase as a way to serve customers during COVID-19. Kiosks and tablets are likely being used to provide self-service to make social distancing easier.

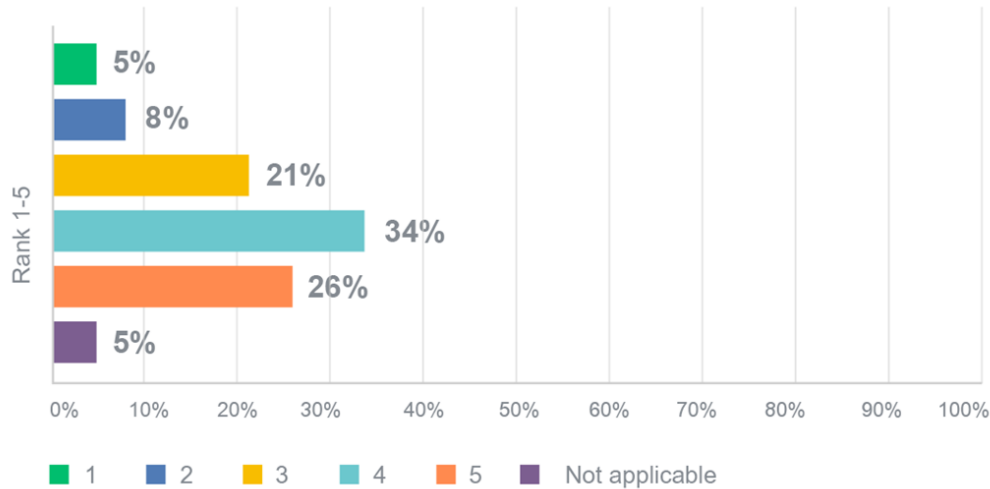


On a scale of 1 to 5, rank how confident you are in your PCI DSS compliance for newly-implemented sales channels? 1 = not confident and 5 = very confident



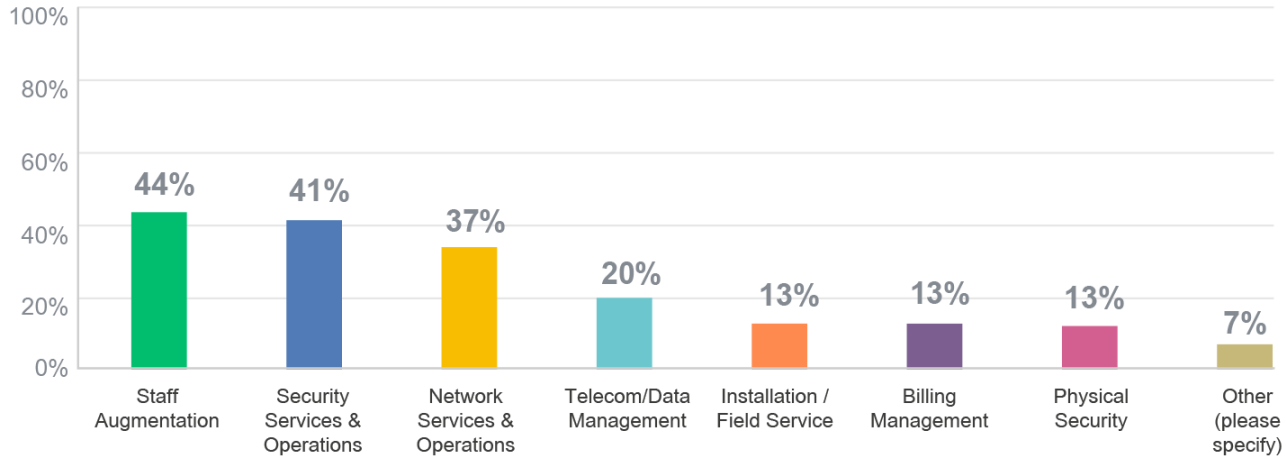
The majority of retail organizations in the survey feel confident that PCI DSS compliance is good with new sales channels, however, a sizable group of 26% are not so confident.

On a scale of 1 to 5, how confident are you in your employees' work from home security measures? 1 = not confident and 5 = very confident



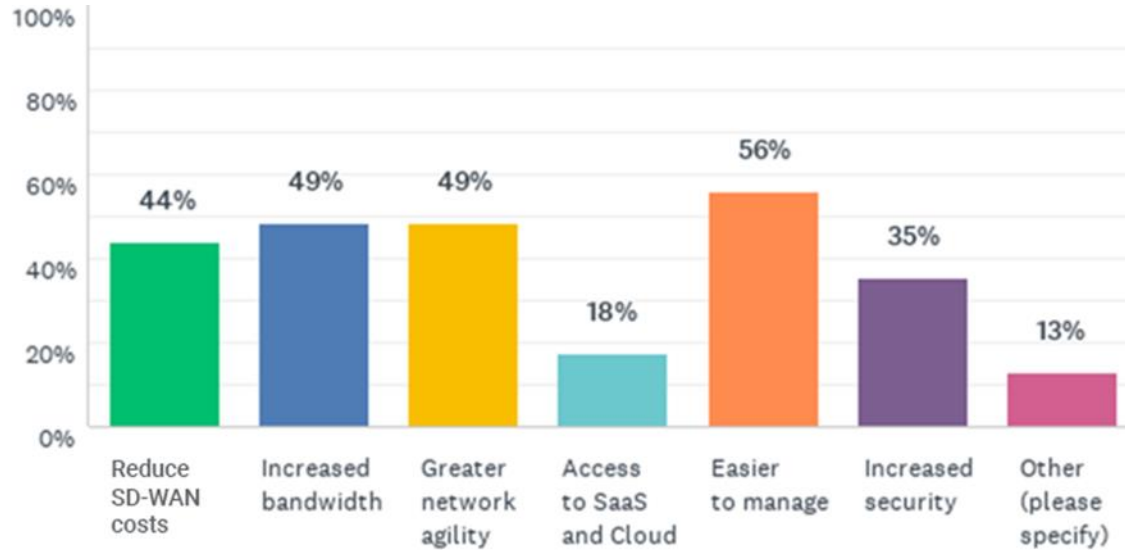
Work from home is probably completely new for some organizations and, consequently a larger group of survey respondents are less confident in the security of this new way to work.

## Whether already in place or currently being evaluated, what is your main reason for leveraging a managed service provider? (check all that apply)



Retail organizations use MSPs as the utility player in their organization to meet a wide range of needs and to deal with staff shortages.

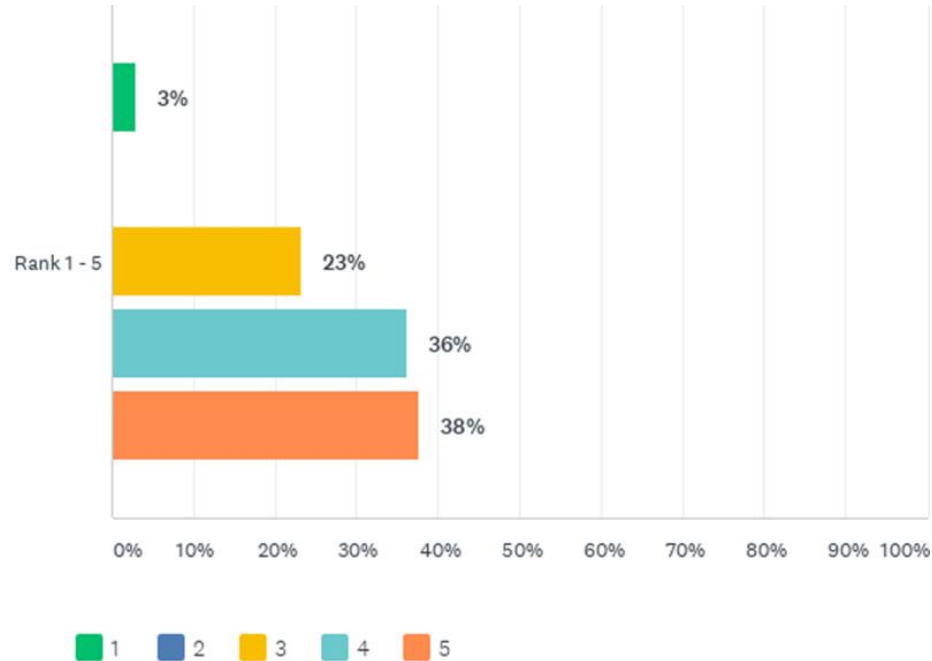
## If you are deploying or have deployed an SD-WAN solution, what are the three primary reasons for doing so? (check top three)



The majority of survey respondents who had either deployed or were planning to deploy an SD-WAN solution were doing so to solve a range of issues addressing cost, performance, and ease of administration.

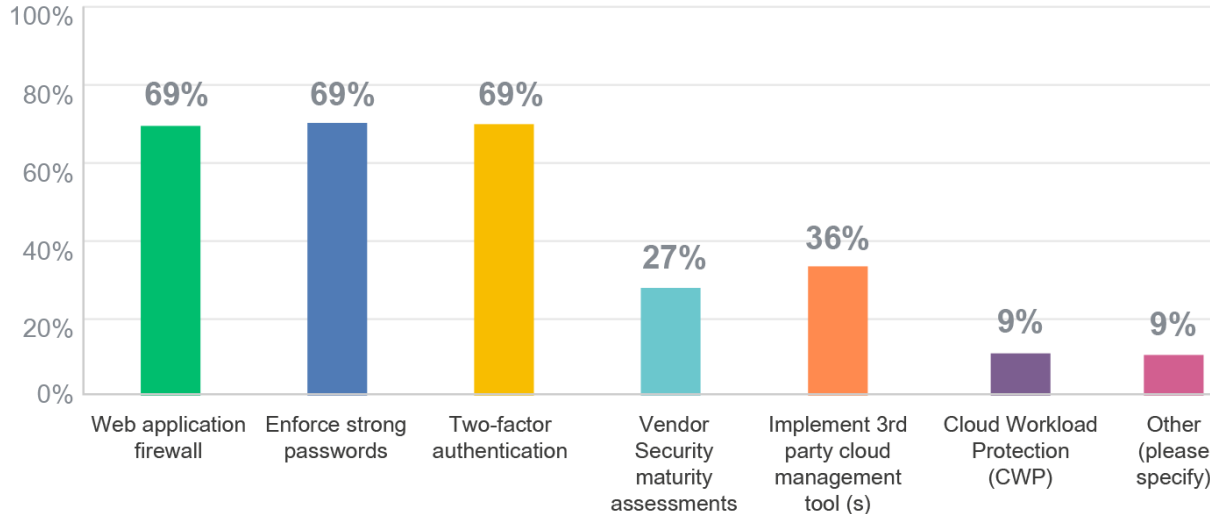
# If you chose to deploy an SD-WAN solution, rank the importance of security in choosing an SD-WAN solution.

1 = not important and 5 = very important



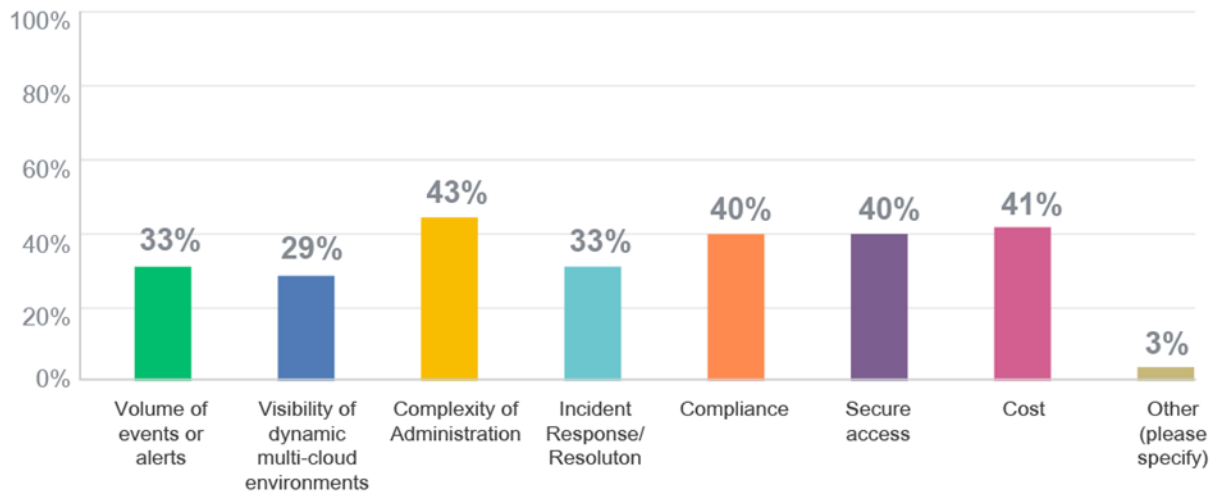
Security played a clear role in the decision to deploy an SD-WAN solution with nearly all placing some degree of importance on security and very few saying security was not a consideration in choosing to deploy an SD-WAN solution.

## What have you done to address cloud security? (check all that apply)



Retail organizations favored web application firewalls and access control measures for cloud security, though a sizable number of respondents also chose to assess vendor security maturity and/or deploy a third-party tool.

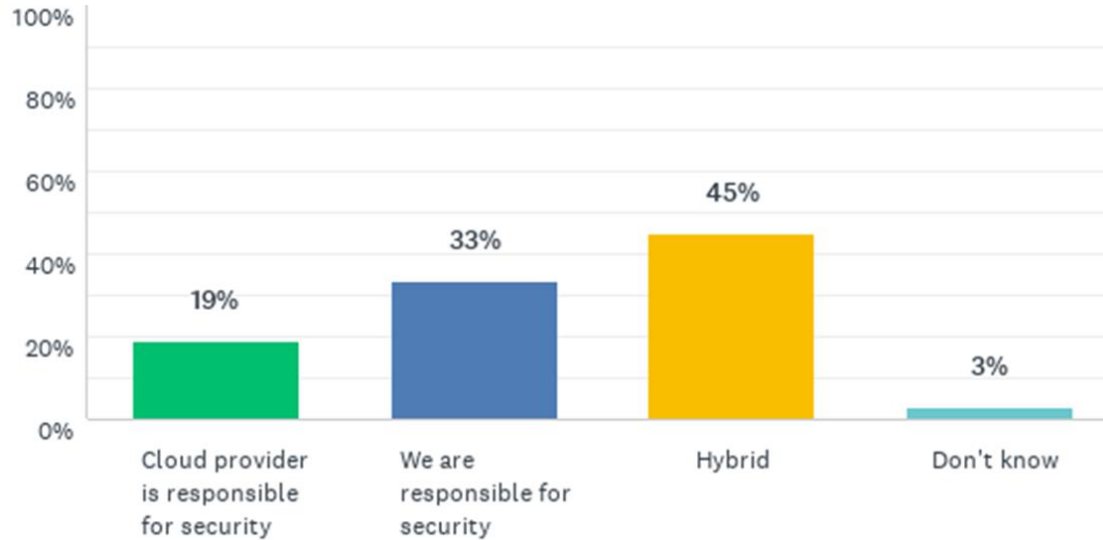
## What are your top three biggest challenges to managing cloud security? (check top three)



Responses to this question make clear the wide array of challenges faced by retail organizations with managing cloud security and highlight a need for tools that make the job easier.

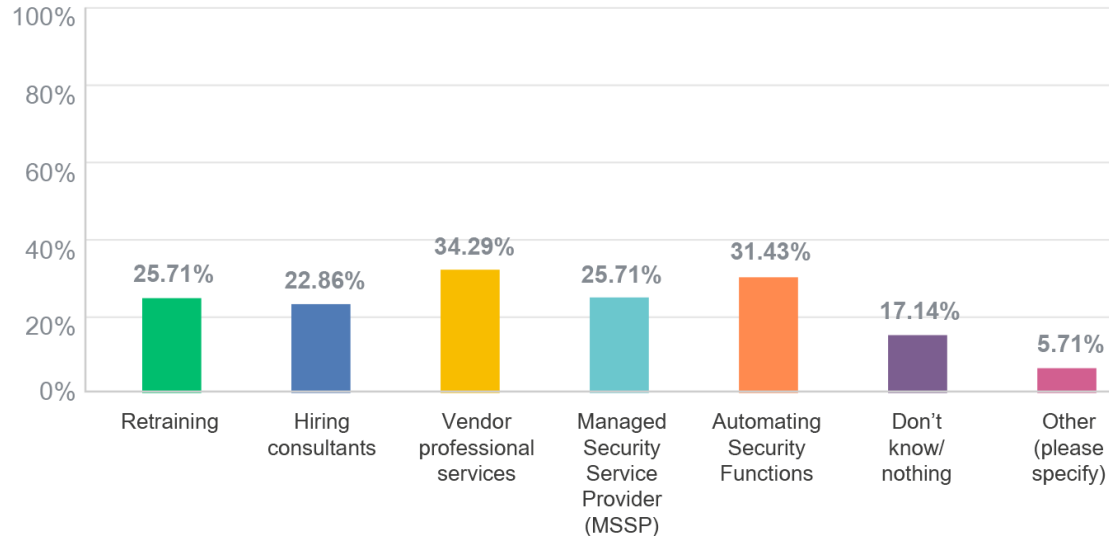


# Which best describes your security stance regarding cloud infrastructure and applications?



Most survey respondents feel they are responsible at least in part for security when using cloud applications and infrastructure providers.

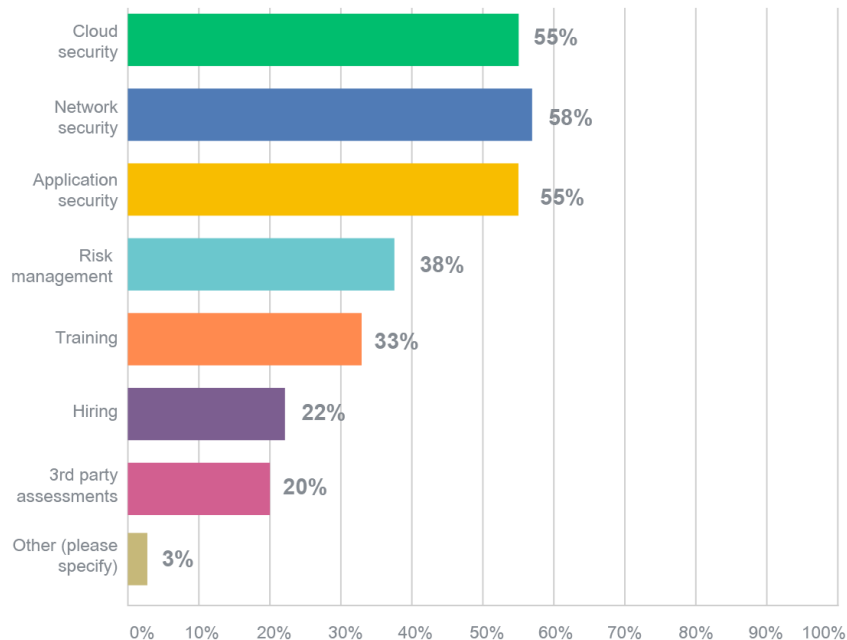
# How is your company addressing shortages in qualified security staff? (check all that apply)



Retail organizations use a wide range of approaches to address shortages of qualified security staff. It is very interesting to see the number who are deploying automation - this trend is likely to continue to increase.

# In the next 12-18 months, what will your organization focus on to achieve or improve security in depth? (check top 3)

It's no surprise that Network, Cloud, and Application security will be the primary focus for organizations striving for security in depth. Retail organizations will also be putting substantial focus on training and hiring, which makes sense in light of increasing threats to retail operations.



Fortinet ranks number one in the most security appliances shipped worldwide, and more than 450,000 customers trust Fortinet to protect their businesses.

To learn more about Fortinet Security Solutions for Retail visit:  
[www.fortinet.com/retail](http://www.fortinet.com/retail)

**Thank you!**

