

## MANUFACTURING CASE STUDY

# Bolstering Cybersecurity for a Consumer Goods Leader



With over 40 years in business, this retail manufacturer and distributor has steadily expanded its nationwide presence, offering thousands of health, beauty, wellness, electronics, and general merchandise products through distribution centers and strategic acquisitions. Following two data breaches, the company recognized policy, process, and visibility gaps and partnered with NexusTek to strengthen its overall security posture.

## Strengthening security from assessment to action

NexusTek's Virtual CISO (vCISO) assessed the company's security posture using the NIST Cybersecurity Framework—providing expert guidance to bolster defenses and inform future initiatives. The company's current standing was evaluated against desired future, to properly identify gaps and areas of improvement.

Using interviews, documentation reviews, vulnerability scans, walk-throughs, and network discovery tools, the vCISO assessed risks across people, processes, and technology. While security tools were in place, the lack of formal policies, procedures, and user training left gaps in the company's overall defense.

This evaluation became the foundation for a formal, ongoing cybersecurity program, guiding policy development, password management, 24/7 monitoring, and executive-level oversight. It also led to the implementation of multifactor authentication (MFA), access control standards, secure coding practices, and change management protocols, creating a structured approach to reducing risk and building long-term resilience.

## Reducing risk and improving security resilience

With continued guidance from NexusTek's vCISO, the company has significantly lowered its cybersecurity risk. Employees receive ongoing security training, systems are continuously monitored, and password policies align with industry best practices. This has enabled the company to improve daily operations, fortify retail manufacturing processes, and better protect its operations, partners, and customers in a rapidly evolving threat landscape.

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### ■ Challenges

- Operating without a formal cybersecurity program
- Focusing on tools rather than process or policy
- Lacking visibility into vulnerabilities and threat activity

### ■ Services

- Cybersecurity Assessment, Strategic Consulting with vCISO, Security Program, Employee Training

### ■ Outcomes

- Identified and addressed core vulnerabilities
- Formalized cybersecurity policies and processes
- Reduced overall risk exposure
- Gained ongoing security leadership and expert guidance

### ■ About the customer

- A 350+ employee, U.S.-based retail manufacturer and distributor providing consumer goods programs and category solutions to their retail and wholesale partners