

## Cybersecurity Training

## Takashimaya Singapore



## Challenges

- Growing number of cyberattacks in 2020
- Acceleration of digital transformation due to COVID-19 pandemic

## Solution

- Series of online cybersecurity training for Takashimaya's IT team
- Training programmes cover from basic to advanced, with hands-on module
- Real attack packets in cloud environment to practice and conduct analysis on

## Results

- Build up and recap IT team's cybersecurity foundational knowledge
- More confidence to tackle cybersecurity threats in their daily operations
- Continuation of advanced cybersecurity lessons taken up by few of the IT team members
- Common cybersecurity language and understanding

## Introduction

Takashimaya Singapore first opened its doors on Orchard Road in 1993, and remains the largest department store in Singapore to this day. Offering the most prestigious brands in Singapore, including a staggering number of authentic Japanese F&B brands, Takashimaya prioritises their customers in everything they do.

## Challenges



Basic cybersecurity capacity building training.

## Cyberthreats are becoming more real.

Cyberthreats are becoming more real than ever and there is an increasing need to protect businesses' and customers' data. 2020 saw the highest record in the amount of data lost to breaches and numbers of cyber attacks on companies, government and individuals<sup>1</sup>. Notably, these attacks are also becoming more sophisticated. In Singapore, a survey revealed that 93 per cent of Singapore organisations witnessed an increase in cyberattacks, the highest reported across the globe<sup>2</sup>. Against such business environment, and due to the digital transformation acceleration and unprecedented challenges brought about by the COVID-19 pandemic, cybersecurity in organisations like Takashimaya cannot be left to chances. All efforts need to be taken into consideration to mitigate cyberattacks.

1) [Chuck Brooks, "Alarming Cybersecurity Stats: What You Need To Know For 2021". March 2, 2021](https://www.forbes.com/sites/chuckbrooks/2021/03/02/alarmed-cybersecurity-stats-what-you-need-to-know-for-2021/?sh=27a5b7b458d3) <https://www.forbes.com/sites/chuckbrooks/2021/03/02/alarmed-cybersecurity-stats-what-you-need-to-know-for-2021/?sh=27a5b7b458d3>

2) [Lilia Guan, "Cyber attacks in Singapore happen less often, but are severe". July 24, 2020](https://ciotechasia.com/cyber-attacks-in-singapore-happen-less-often-but-are-severe/) <https://ciotechasia.com/cyber-attacks-in-singapore-happen-less-often-but-are-severe/>



## Solution

### Upskilling employees is vital.

Realising the importance of a robust knowledge of cybersecurity principles required to fend off cyberattacks, Takashimaya Singapore worked with NEC Asia Pacific and its partner LAC to introduce a basic cybersecurity capacity building training course to the IT team.

“At Takashimaya, improving cybersecurity posture is one of our priorities as we want to be responsible for the data that we are managing and be answerable to our customers and all other stakeholders. When we were all required to work from home because of the pandemic, we took the opportunity to launch an online cybersecurity training for our IT team.” said Mr Takushi Fujikawa, Deputy Managing Director and General Manager (General Administration), Takashimaya Singapore Ltd.

Upskilling employees is vital as they are the organisations’ first line of defence against attacks. Together with LAC which has first-hand experience in managing cyberthreats around the world, NEC Asia Pacific developed a series of training programmes for organisations, from basic to advanced, both with hands-on modules. Trainees are able to acquire the necessary foundational and expert knowledge and skills.



Mr Takuchi Fujikawa  
Deputy MD & GM (General Admin), Takashimaya Singapore Ltd

build up their skills and, for those with technical skills, to recap their cybersecurity foundational knowledge. The team learned about the types of threats and the basic analysis of security operations. Very importantly, they also conducted analysis on real attack packets in cloud hands-on environment. This exercise deepened staff’s understanding of what they had learned from the course.

From the training, the IT staff achieved a common understanding of the cybersecurity space and were more confident in the daily operations. Seeing how the basic course had been so beneficial, some of the team members even continued the learning with the more advanced courses.

“Cyberattacks are becoming more advanced and complicated, so we require support by experts, like NEC and LAC. We have to be ready for potential attacks by continuously improving on human capabilities, as well as making good use of technologies to be accountable to our customers. Thanks to NEC and LAC who are constantly supporting us, not just in capability building but even beyond that.” said Mr Fujikawa.

## Results

### IT staff achieved a common understanding of cybersecurity.

The basic cybersecurity capacity building training course adopted by Takashimaya Singapore was very helpful for the IT team to

#### About

##### NEC's Cybersecurity Training

NEC realises the social value of strong cybersecurity and wants to orchestrate a brighter world with you through enhancing digital security. That is why NEC APAC, together with partner LAC, introduced a series of training programmes to face the ever-growing threat of cyber attacks. With comprehensive and detailed course materials, trainees are able to acquire the necessary foundational and expert knowledge and skills. Trainees can choose their desired specialisation levels and also gain practical experience in a realistic attack setting with optional hands-on sessions. Find out more [here](#).

##### LAC Co. Ltd

Trusted by over 1,000 clients, LAC runs Japan's largest security operations centre, processing 2.5 billion logs daily. The company is one of the most experienced managed security service providers in Japan, whose security services have been gaining increasing popularity due to the evolution of sophisticated cyber-attacks.

**Talk to us about your needs today. Contact us at +65 6273 8333 or [sg\\_marketing@nec.com.sg](mailto:sg_marketing@nec.com.sg).**

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