Protection around the clock: cyber defence with a 24/7 SOC

With Eye Security, the Zimmer Group benefits from technical expertise, strategic counsel and always-on protection against cyber attacks.

The status quo

With customers from the automotive, mechanical and plant engineering industries who rely on smooth processes, the Zimmer Group cannot afford any production downtime.

"For us as a manufacturing company, a longer business interruption would have a negative impact on our ability to deliver, our reputation, revenue, and profit."

At the same time, the company lacked the staff to ensure a rapid response to incidents or anomalies. A prompt response was only possible to a limited extent, especially outside working hours. The company sought the support of an external Security Operations Centre (SOC) with around-the-clock support and the ability to respond immediately.

"We were unable to react quickly enough to anomalies, especially outside of working hours. And every minute that passes between the incident and the response increases the risk that the damage will be all the greater."

Before implementing the solution, the company had to assess and respond to a constant stream of security alerts daily. Manually analysing these notifications was especially time-consuming. As a result, the company had no capacity to develop a focused IT security strategy.

In critical cases, managers had to respond to automated alarms at night. This situation was not tenable and made it nearly impossible to maintain a comprehensive, proactive security approach.

Implementing the solution

After evaluating several providers, Zimmer Group chose Eye Security for its expertise and competitive offering. As a mid-sized company, Zimmer Group felt well-supported and in good hands. A key factor in the decision was Eye Security's choice of market-leading solutions, reinforcing the confidence that "Eye Security truly cares about security."

While Zimmer Group already had a solid technical security setup, it lacked SOC support. The SOC team filled this gap, enabling precise anomaly analysis, faster pattern recognition, more accurate threat classification, and well-informed decision-making.

The flexibility to tailor the implementation plan minimised disruption to operations. Onboarding was seamless, with regular communication between technical teams on both sides.

Effectiveness and Benefits

One of the biggest security advantages is seen outside regular working hours. During these times, Eye Security's SOC team provides continuous monitoring and can respond immediately to incidents such as stolen credentials from phishing attacks or unusual activity on servers and endpoints.

By combining internal security measures with 24/7 monitoring, the risk of disruptions is significantly reduced, ensuring greater operational continuity.

This heightened vigilance has brought noticeable relief to internal IT staff, allowing them to focus more on their core responsibilities. As a result, the IT security strategy has progressed more quickly, leading to greater efficiency in day-to-day operations.
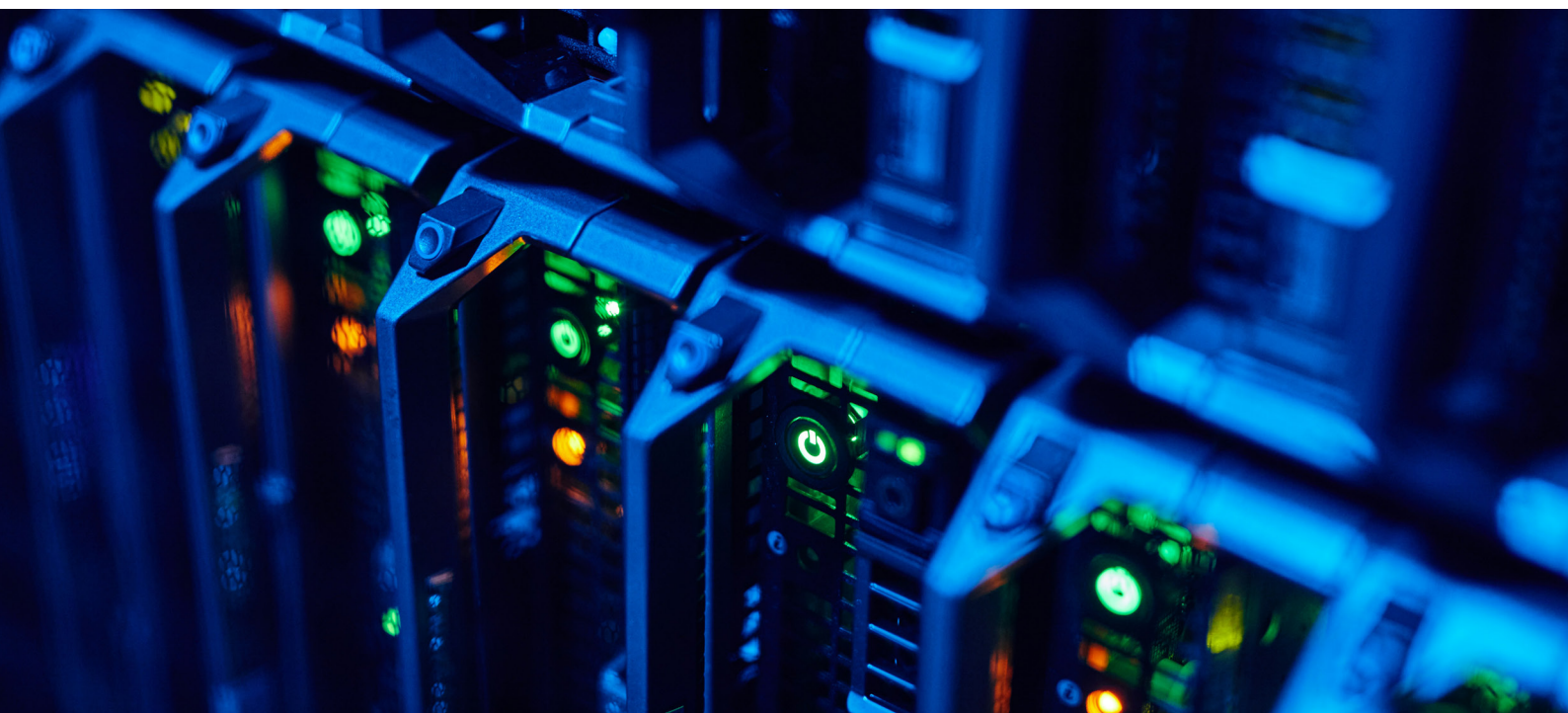
Recommendation

For Zimmer Group, the key to cyber resilience lies in a strong combination of internal measures and external expertise. Since every company is unique, carefully evaluating different security solutions and service providers is essential. Based on its positive experience, Zimmer Group recommends considering Eye Security in any selection process.

About the company

Zimmer Group, headquartered in Rheinau-Freistett, is the parent company of Zimmer GmbH, Zimmer GmbH Kunststofftechnik, and Zimmer GmbH Dämpfungssysteme. Over the past decade, it has grown into a high-tech company specialising in the development and production of highly complex components and system solutions for automation and handling technology. Today, its expertise extends to linear, damping, process, machine, and system technology.

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