

Cybersecurity as a competitive advantage in retail

kaspersky



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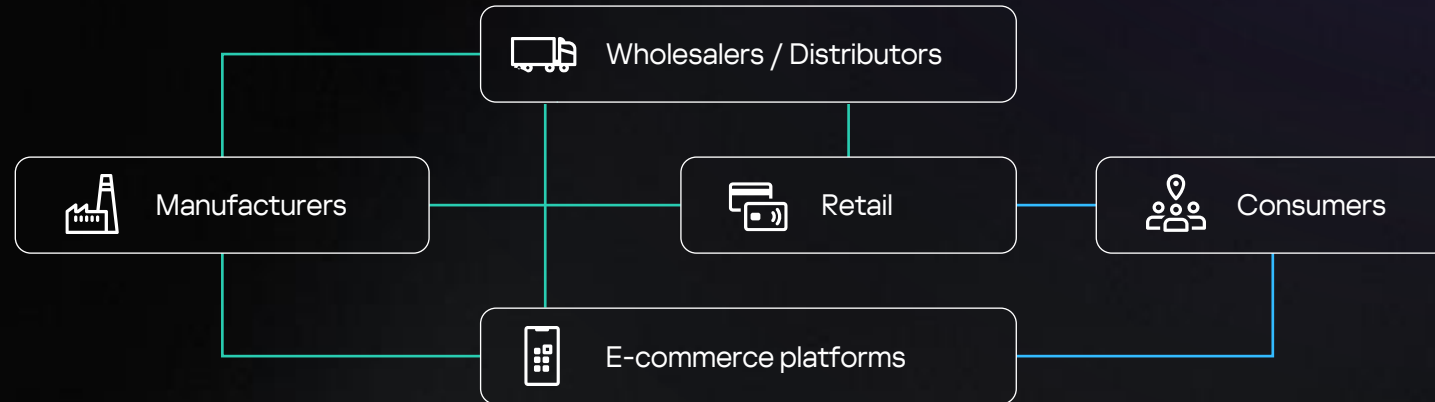
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Industry overview

The trade sector

Involves the distribution of goods and services from the point of production to the point of consumption. Its primary function is to bridge the gap between producers and consumers, who are often separated by time, place and information.

Value chain



Types of trade:

Wholesale
B2B

Retail
B2C

Retail

The area of trade that involves selling goods and services to consumers through various distribution channels, including physical stores, supermarkets, hypermarkets, online platforms and mobile applications.

E-commerce

The retail segment defined by buying and selling of goods and services over the internet. It involves transactions that are conducted online, from the initial browse to the final payment.

Wholesale

Wholesale is the business of selling goods to other businesses, rather than to individual consumers. These businesses then either resell the goods (e.g., retailers) or use them as components in their own products (e.g., manufacturers).

Priorities

Retail trade is a major source of employment and provides direct contact with consumers, stimulating their demand and shaping their preferences and purchasing behavior.

3 top priorities in retail:



Customer engagement

Implementing projects to enhance the customer journey, deliver personalized shopping experiences, and create a seamless customer experience



Resilient infrastructure

Increasing technological flexibility and scalability to optimally support business continuity



Automating business processes

Automating sales, warehouse and logistics processes, supplier and customer interactions, as well as customer service



Customer engagement

Implementing projects to enhance the customer journey, deliver personalized shopping experiences, and create a seamless customer experience

Goals:

- 1 Develop offline and online commerce channels
- 2 Adopt a personalized approach to customers
- 3 Enhance customer support and service

Short-term plans

- Omnichannel sales (physical commerce)
- Targeted customer offers
- Loyalty program expansion

Medium-term plans

- Chatbots, augmented reality and AI assistants
- Hyper-personalization and demand forecasting
- Sustainable development and social responsibility

Long-term plans

- Next-generation product delivery
- Smart stores in offline commerce
- Product purchases via visual search



Resilient infrastructure

Increasing technological flexibility and scalability to optimally support business continuity

Goals:

- 1 Build a resilient e-commerce platforms
- 2 Leverage cloud services
- 3 Create a flexible and scalable IT architecture

Short-term plans

- Resilient and reliable IT systems
- Gradual migration of internal and external services to the cloud
- Online and offline channel integration

Medium-term plans

- Infrastructure optimization for big data
- Enhanced cybersecurity
- Platform engineering development

Long-term plans

- Real-time monitoring of applications, warehouses, logistics and workloads
- AI-driven infrastructure monitoring and proactive incident resolution
- API management for connectivity across all devices, apps and data



Automating business processes

Automating sales, warehouse and logistics processes, supplier and customer interactions, as well as customer service

Goals:

- 1 Implement modern warehouse logistics technologies
- 2 Improve interaction with suppliers and customers
- 3 Enhance inventory management processes

Short-term plans

- Increased speed and accuracy of order processing
- Integration of electronic document management (EDM) and EDI systems
- Integration of online and offline channels for enhanced customer experience and real-time offer adaptation

Medium-term plans

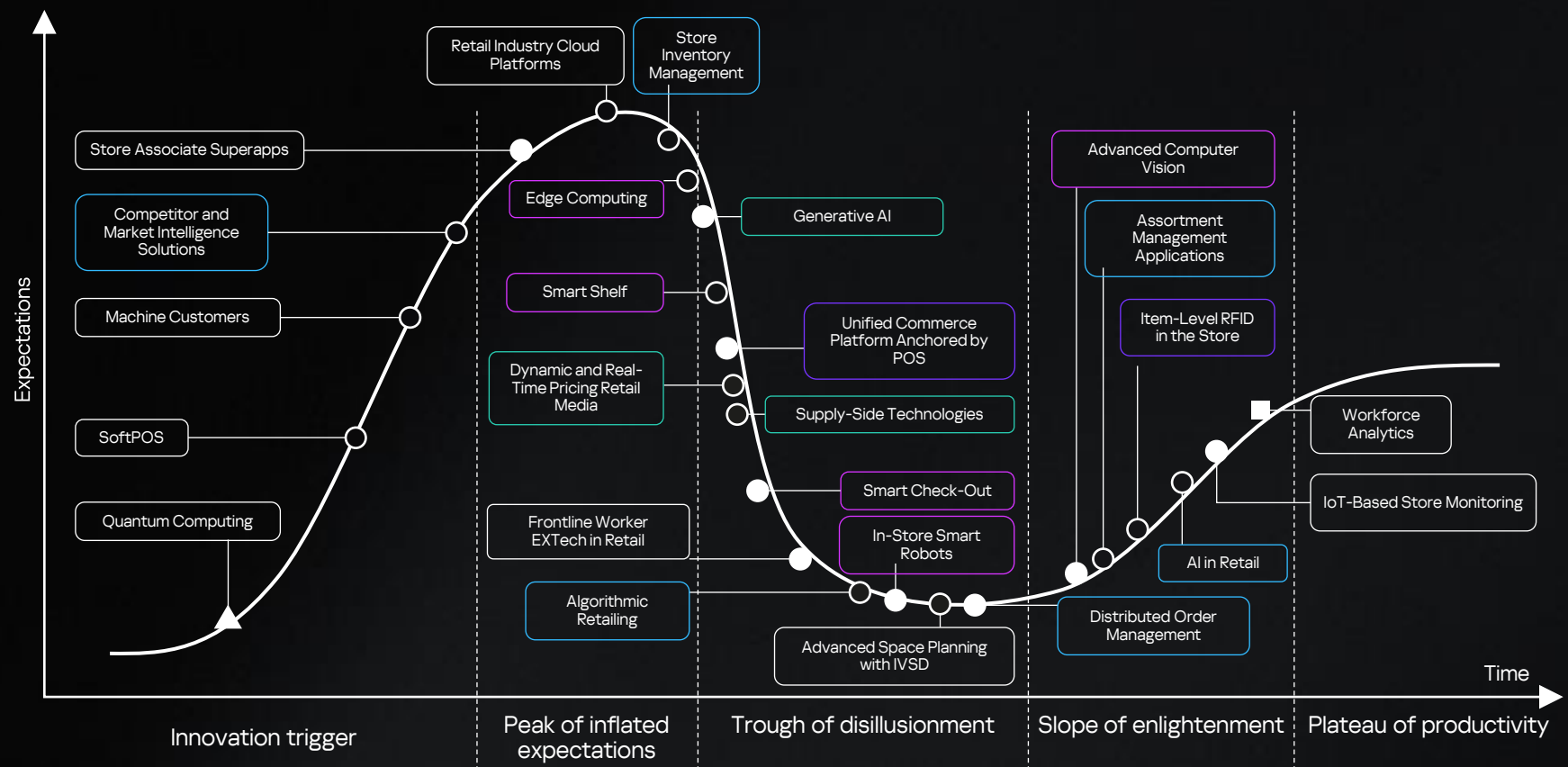
- AI-powered personalized offer creation
- AI tools for dynamic pricing and precise demand forecasting
- Transition from standalone solutions to integrated ecosystems for merchandising, logistics, sales, and analytics management

Long-term plans

- Automation and robotization of warehouse operations and development of autonomous vehicles
- Introduction of virtual process models and electronic price tags and smart shelves for agile inventory management
- Offline locations equipped with robotics, digital twins, IoT devices, electronic price tags and self-service systems

Hype Cycle for global trends in the retail industry

Many of these are long-standing market trends, but they are increasingly becoming the new reality.



■ < 2 years ● 2-5 years ○ 5-10 years ▲ > 10 years

*Source: Gartner Hype Cycle of Retail Industry Trends, 2024

Artificial Intelligence (AI):

- Competitor and Market Intelligence Solutions
- Store Inventory Management
- Algorithmic Retailing
- Distributed Order Management
- Assortment Management Applications
- AI in Retail

Smart warehouses and stores:

- Edge Computing
- Smart Shelf
- Smart Check-Out
- In-Store Smart Robots
- Advanced Computer Vision

Hyper-personalization:

- Generative AI
- Dynamic and Real-Time Pricing Retail Media
- Supply-Side Technologies

Seamless user experience:

- Unified Commerce Platform Anchored by POS
- Item-Level RFID in the Store

Key trends

New technologies **advance the goals** of retail and e-commerce companies and support business continuity, but they also bring **new risks**.

- 1 Seamless user experience**
A seamless user experience is when customers can smoothly interact with a brand across different channels and devices without any interruptions or hassle.

- 2 Hyper-personalization**
Unique, highly personalized offers, dynamic pricing, and marketing campaigns adapted to individual customers.

- 3 Smart warehouses and stores**
Key elements of digital transformation aimed at automation, increasing efficiency and improving customer experience.

- 4 Artificial intelligence**
AI is increasingly used for data processing and automating routine operations. IDC predicts that by 2026, 85% of organizations worldwide will use AI and computer vision.

Additional trends

- Cloud services
- Self-service
- Internet of Things (IoT)
- + • Micro-fulfillment centers
- Computer vision
- AR and VR technologies
- Automated delivery

Advantages and key challenges of retail

Priorities

Relevant trends



Customer engagement



Resilient infrastructure



Automating business processes



Trends

Advantages

Key challenges

1 Seamless user experience

- Increased convenience for customers
- Competitiveness and loyalty growth

- **Data and infrastructure security**
- Difficulties integrating data and systems

2 Hyper-personalization

- Competitiveness and loyalty growth
- Reduced marketing costs
- Increased average transaction value

- **Data and infrastructure security**
- Collecting, storing and analyzing large volumes of data
- Privacy concerns and negative customer reactions

3 Smart warehouses and stores

- Warehouse logistics automation
- Improved customer experience
- Greater transparency and control of business processes

- **Data and infrastructure security**
- Managing complex infrastructure
- Significant investments

4 Artificial intelligence

- Optimization of routine tasks
- Competitiveness and innovation
- Improved customer experience

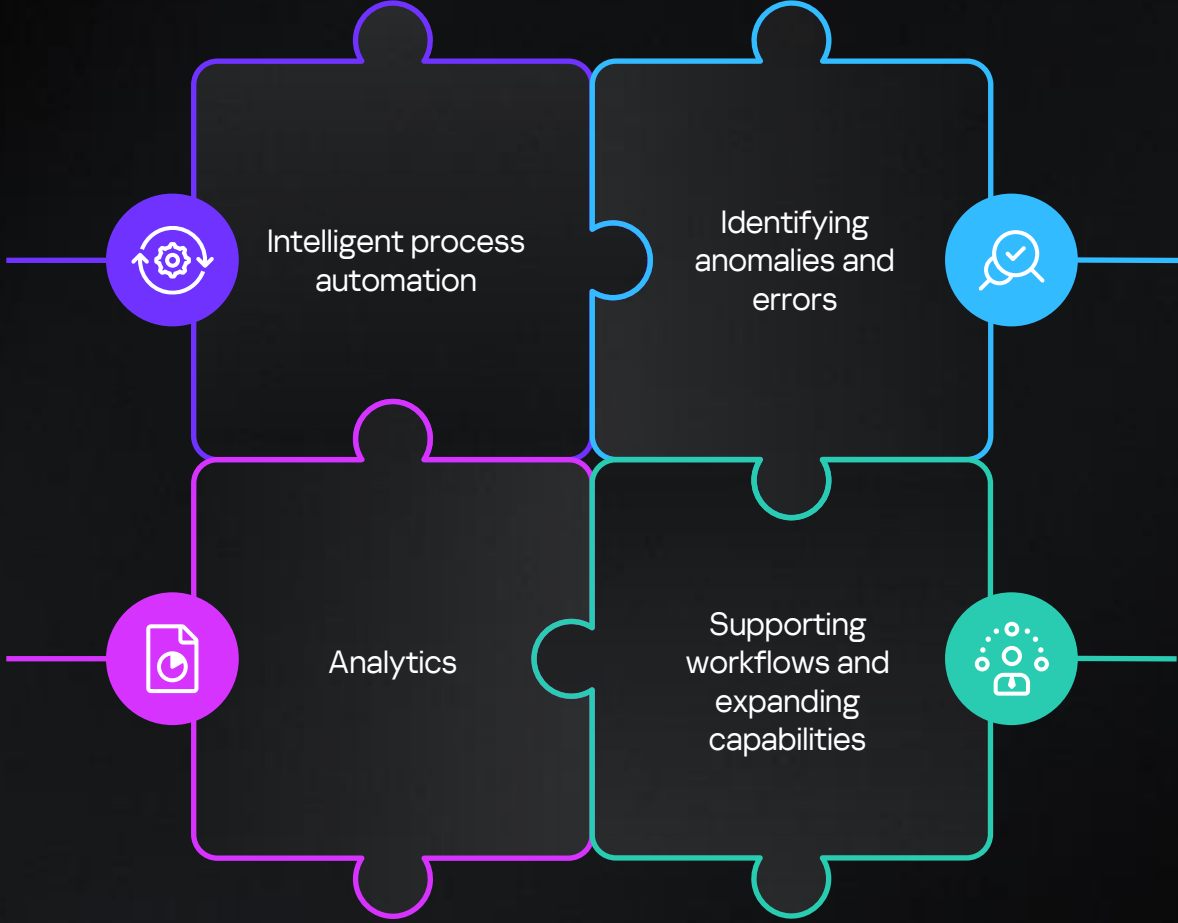
- **Data and infrastructure security**
- High implementation costs

Common types of AI use cases in retail

36% of CIOs in retail said their organization is already using AI, and more than 50% plan to implement it by the end of 2025.

- Supply chain and inventory management optimization
- Robotization and automation of warehouse operations
- Implementation of autonomous vehicles
- Offers personalization and marketing

- Scenario and capital expenditure planning
- Big data processing
- In-store customer behavior analysis
- Forecasting (customer demand, inventory and replenishment, sales)

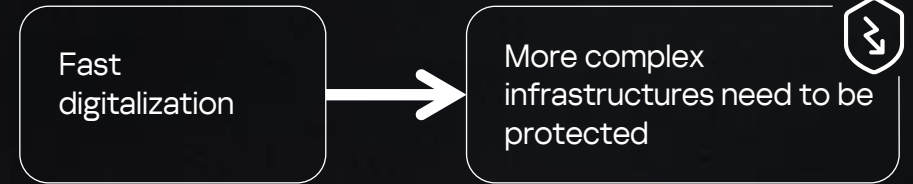


- Optimization of integrated services
- Omnichannel support
- Monitoring of suppliers and logistics processes
- Fraudulent activity analysis

- Intelligent dashboards
- Chatbots and digital assistants
- Decision-making assistance
- Dynamic pricing
- Content generation and marketing automation

*Source: Gartner Hype Cycle of Retail Industry Trends, 2024

Retail digitalization



Security challenges

- Attack surface expansion
- New vulnerabilities and threats
- Management and protection of complex infrastructure
- Legacy systems
- Knowledge gaps
- Shortage of specialists
- Budgetary constraints
- Stringent regulations

Risks

- Targeted attacks could be active in your system right now
- Any disruption of your website or mobile app results in major losses
- Data center attacks can cause massive damage
- Ransomware attacks can lock critical data and devices
- Confidential data loss costs more than just money (reputation, customers)
- Complex logistics processes that affect business efficiency
- Malicious insider activity is widespread and common

Required actions

- Overall infrastructure defense
- Website and mobile app protection
- Customer data security against hacking and theft
- Mitigating risks related to third-party vendors, providers and suppliers
- Cybersecurity team training
- Increasing system resilience and reliability
- Monitoring all processes inside the infrastructure and business
- Ongoing security audits and testing

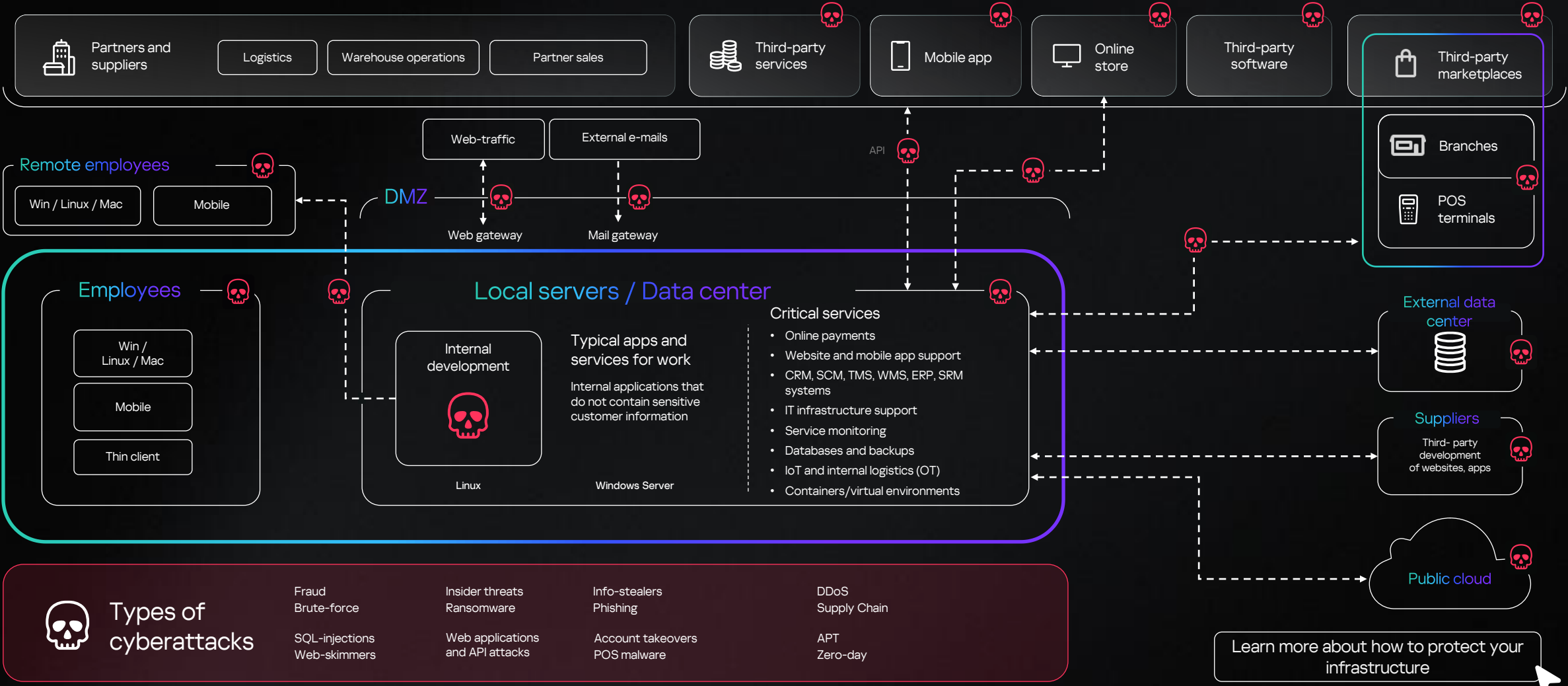
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Example of an infrastructure with potential attack entry points and threats



Consequences of cyberattacks for retail

Retail **ranked first** among all industries **for data breaches** in 2023 and 2024*

- Ransomware
- Web applications and API attacks
- PoS malware
- Web-skimmers
- Fraud
- DDoS
- Phishing
- Insider threats
- APT
- Zero-day
- MITM
- Supply chain
- Info-stealers



Data breaches



Disruption of business processes



Money theft



Reputational damage

Data breach

Breakdown of costs for a major global company following a data breach

\$ 745K

Initial losses

\$ 347K

Subsequent costs



\$1.092M

The total cost incurred by the company as a result of a data breach

Financial impact of downtime

Retail suffers the **highest downtime losses** of any industry*



*According to The Hidden Costs of Downtime report.

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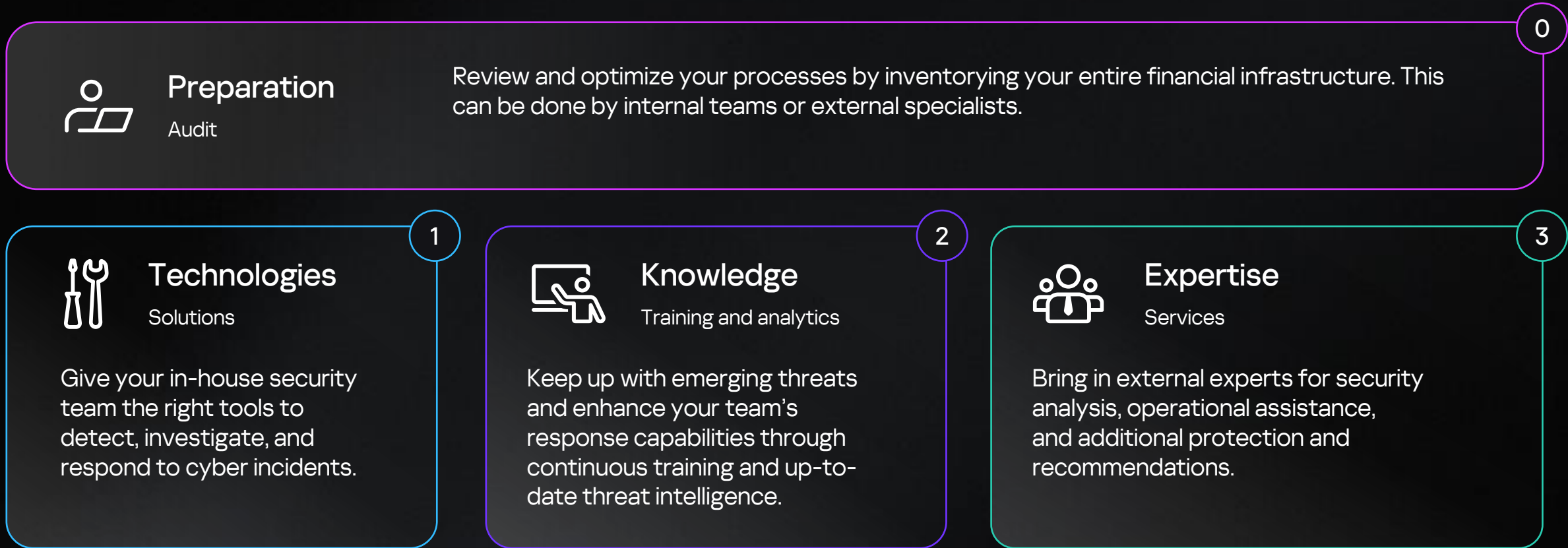
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How can retail protect itself against cyberattacks?

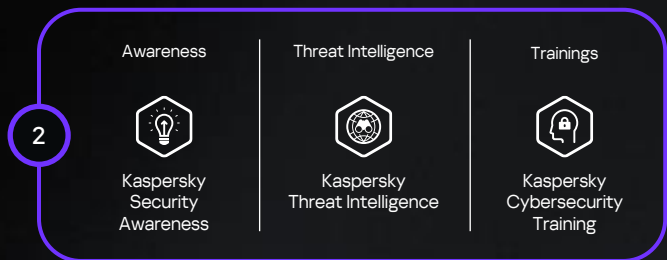
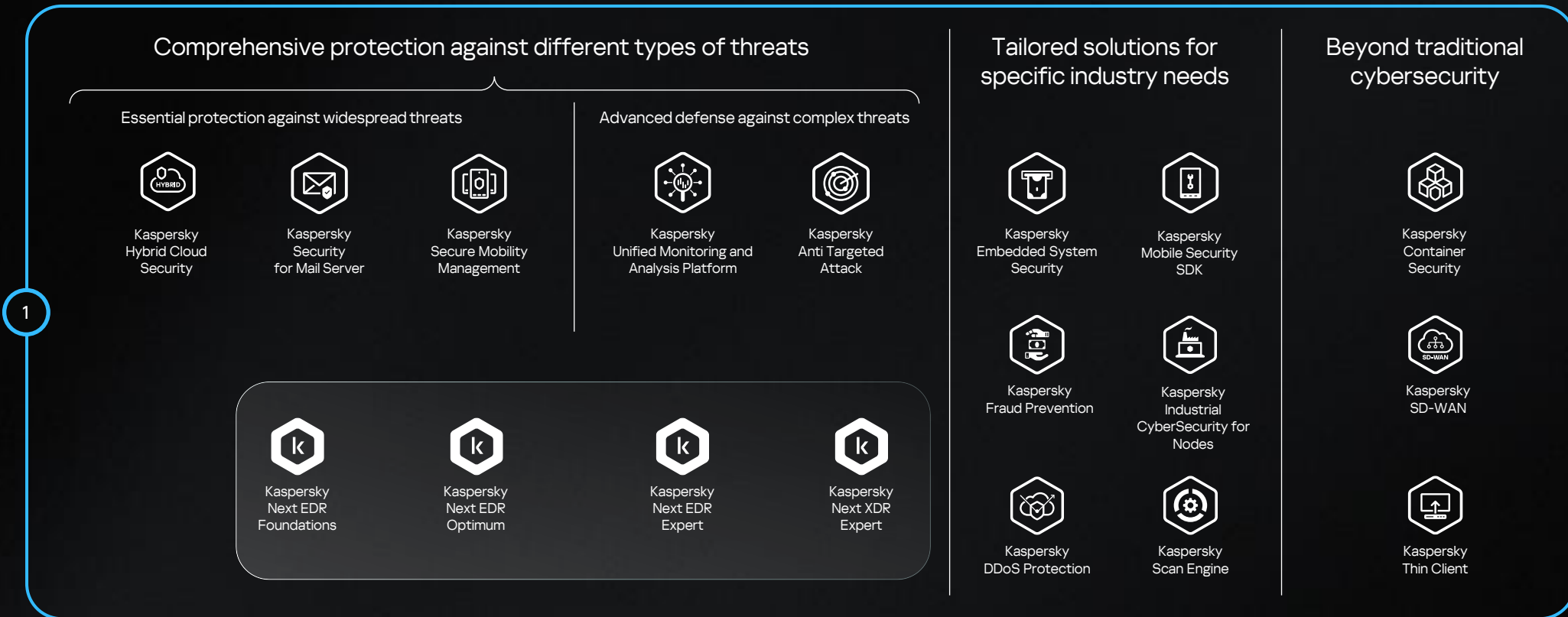
Implement a comprehensive strategy to equip, inform and prepare your in-house experts to deal with cyberthreats.



Defend what matters most and support your priorities with a comprehensive defense

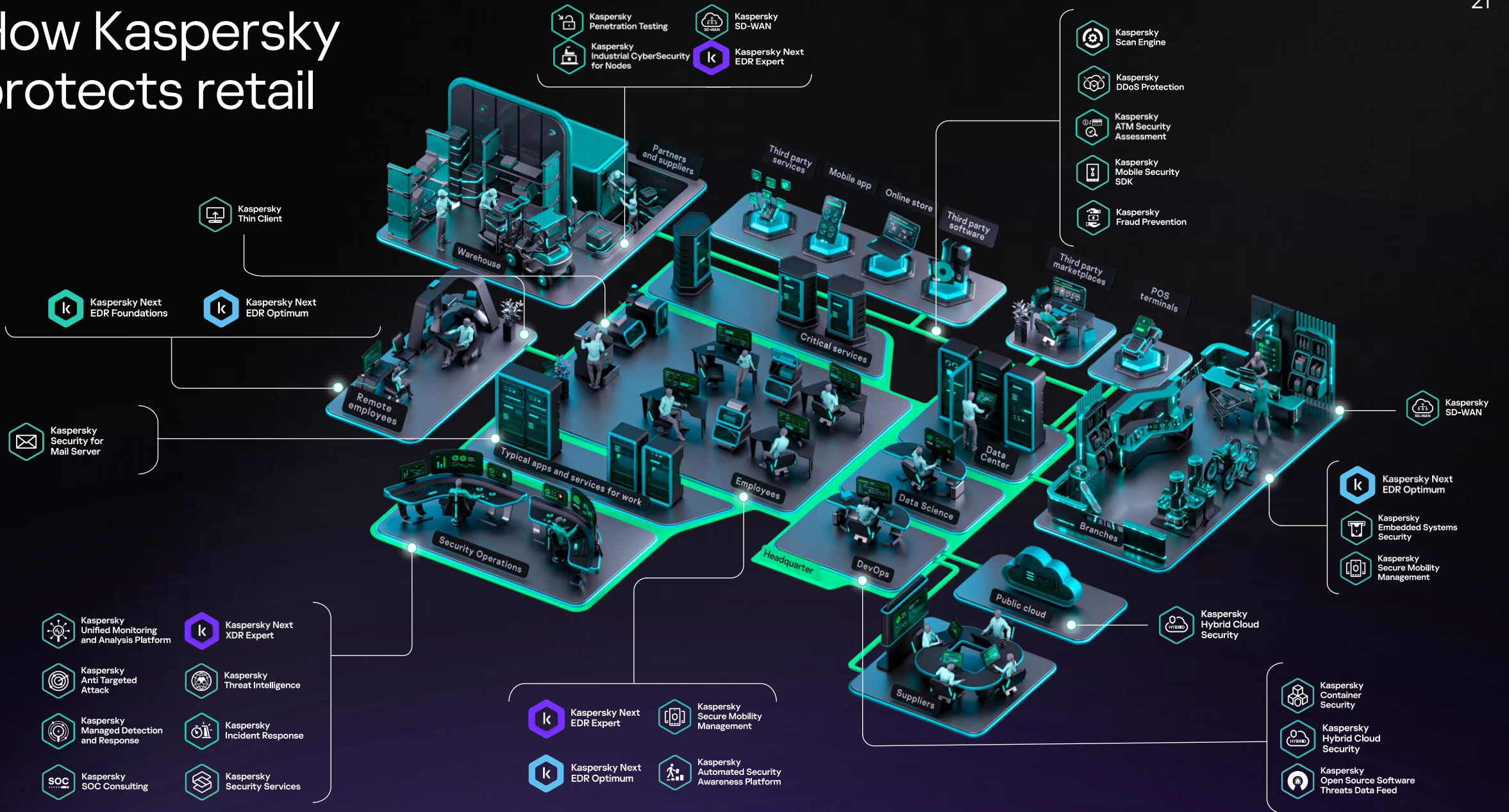
- 1 Technologies
- 2 Knowledge
- 3 Expertise

As cybercriminal activity rises, financial organizations must adopt an ecosystem-based strategy to stay protected.



* Main product and service groups are presented

How Kaspersky protects retail



Key IT and cybersecurity challenges



Protecting infrastructure from sophisticated attacks



Managing complex and distributed infrastructure



Protecting the perimeter from supply chain attacks



Protection against insider attacks



Supporting payment transaction continuity



Protecting customers' personal data



Between 2023 and 2025, the number of security incidents and data breaches in retail increased by over 100%*

Protecting infrastructure from sophisticated attacks

Technologies Solutions

Comprehensive protection against all types of threats

Kaspersky Next XDR Expert

- APT and other advanced cyberthreat protection
Kaspersky Anti Targeted Attack
- Analysis and monitoring of the entire infrastructure
Kaspersky Unified Monitoring and Analysis Platform
- Protection of warehouses and production facilities
Kaspersky Industrial CyberSecurity

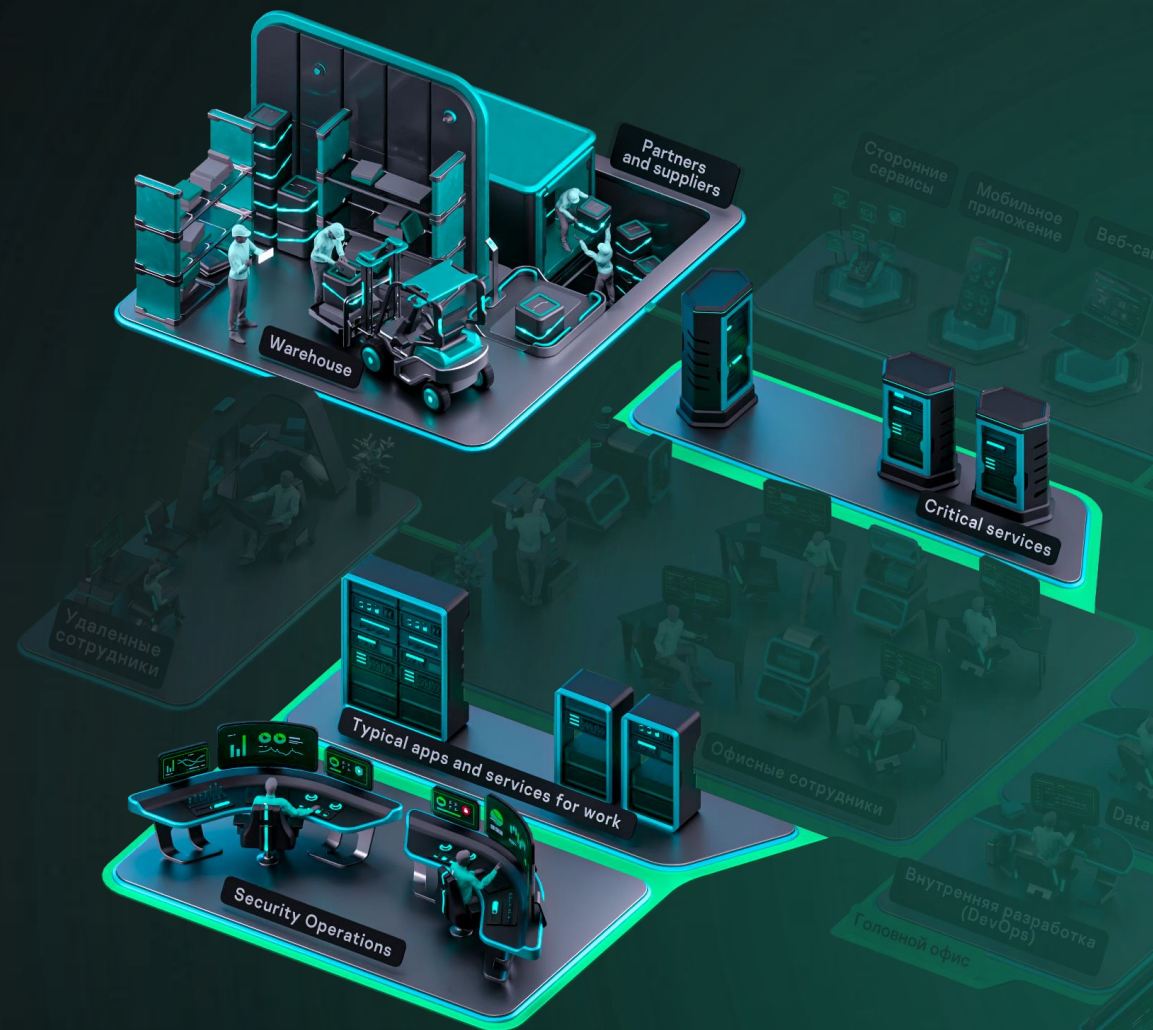
Knowledge Training and analytics

- Threat information services
Kaspersky Threat Intelligence
- Practical cybersecurity training
Kaspersky Cybersecurity Training

Expertise Services

- Incident response and recovery from cyberattacks
Kaspersky Incident Response
- Services for information security monitoring centers
Kaspersky SOC Consulting

- Managed protection against cyberthreats and sophisticated attacks
Kaspersky Managed Detection and Response



Managing complex and distributed infrastructure

Wide geographical coverage

Shortage of IT specialists

Internet issues in branches

Complex logistics chains

Distance between branches and central office

Uneven levels of cyber protection



Growing attack surface and entry points

40%

of distributed-network companies face network issues at least twice a month*

82%

of companies need more than an hour to restore network connectivity*

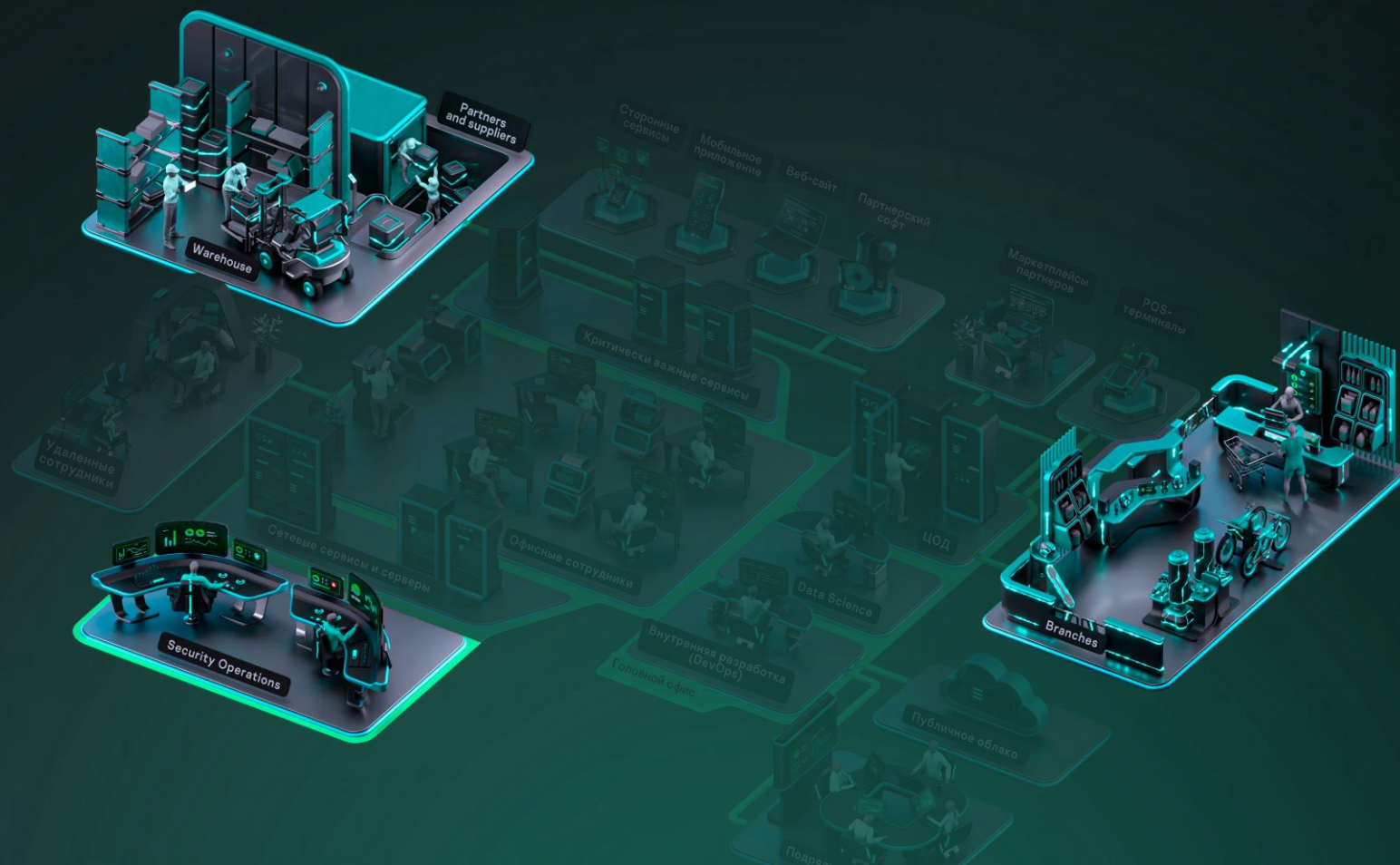
Centralized IT and security systems are essential for managing complex distributed infrastructures of warehouses and branches

Technologies Solutions

- Distributed corporate network
Kaspersky SD-WAN
- Protection of warehouse nodes and production facilities
Kaspersky Industrial CyberSecurity for Nodes
- Warehouse pentesting
Kaspersky Penetration Testing
- Analysis and monitoring of the entire infrastructure
Kaspersky Unified Monitoring and Analysis Platform

Expertise Services

- Managed protection against cyber threats and sophisticated attacks
Kaspersky Managed Detection and Response



Protecting the perimeter from supply chain attacks

Third-party threats

In 2024, **trusted relationship attacks** ranked among the **top three attack** vectors*

30%

of retail attacks in 2024 involved third parties (partners and suppliers)**

Third-party software threats

Supply chain attacks

Vulnerabilities in e-commerce CMS platforms:

- CMS OpenCart
- WordPress
- Magento

75

zero-day exploits used in the wild were recorded by Google Threat Intelligence Group (GTIG) in 2024***

* According to Kaspersky Incident Response 2024
** According to 2025 Data Breach Investigations Report. Retail Snapshot. Verizon
*** According to Hello 0-Days, My Old Friend: A 2024 Zero-Day Exploitation Analysis

Supplier/partner systems are often less secure than the targeted retailers themselves, making them prime targets for attackers

Technologies Solutions

Comprehensive protection against all types of threats

Kaspersky Next XDR Expert

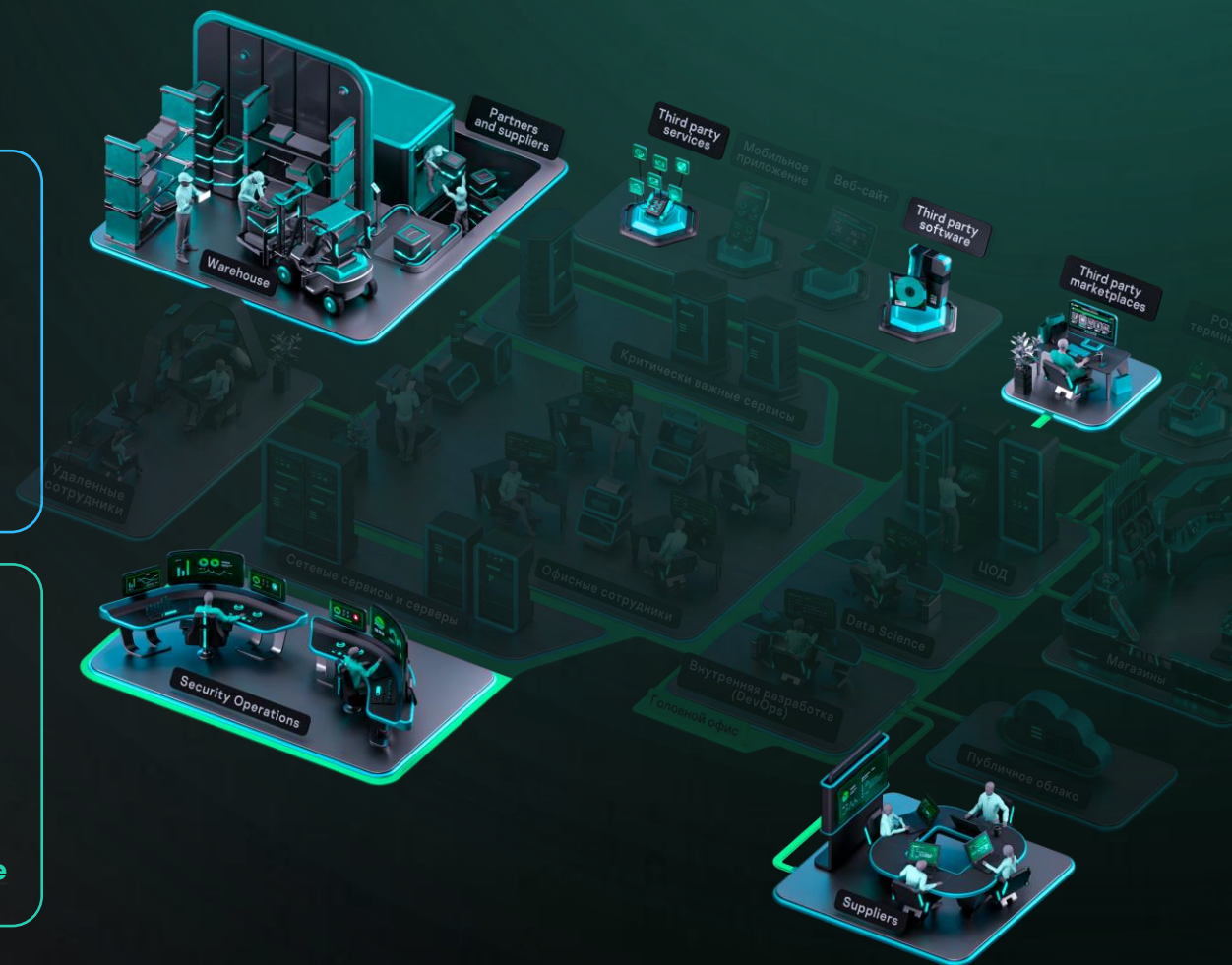
- Analysis and monitoring of the entire infrastructure
Kaspersky Unified Monitoring and Analysis Platform
- APT and other advanced cyberthreat protection
Kaspersky Anti Targeted Attack

Knowledge Training and analytics

- Threat information services
Kaspersky Threat Intelligence

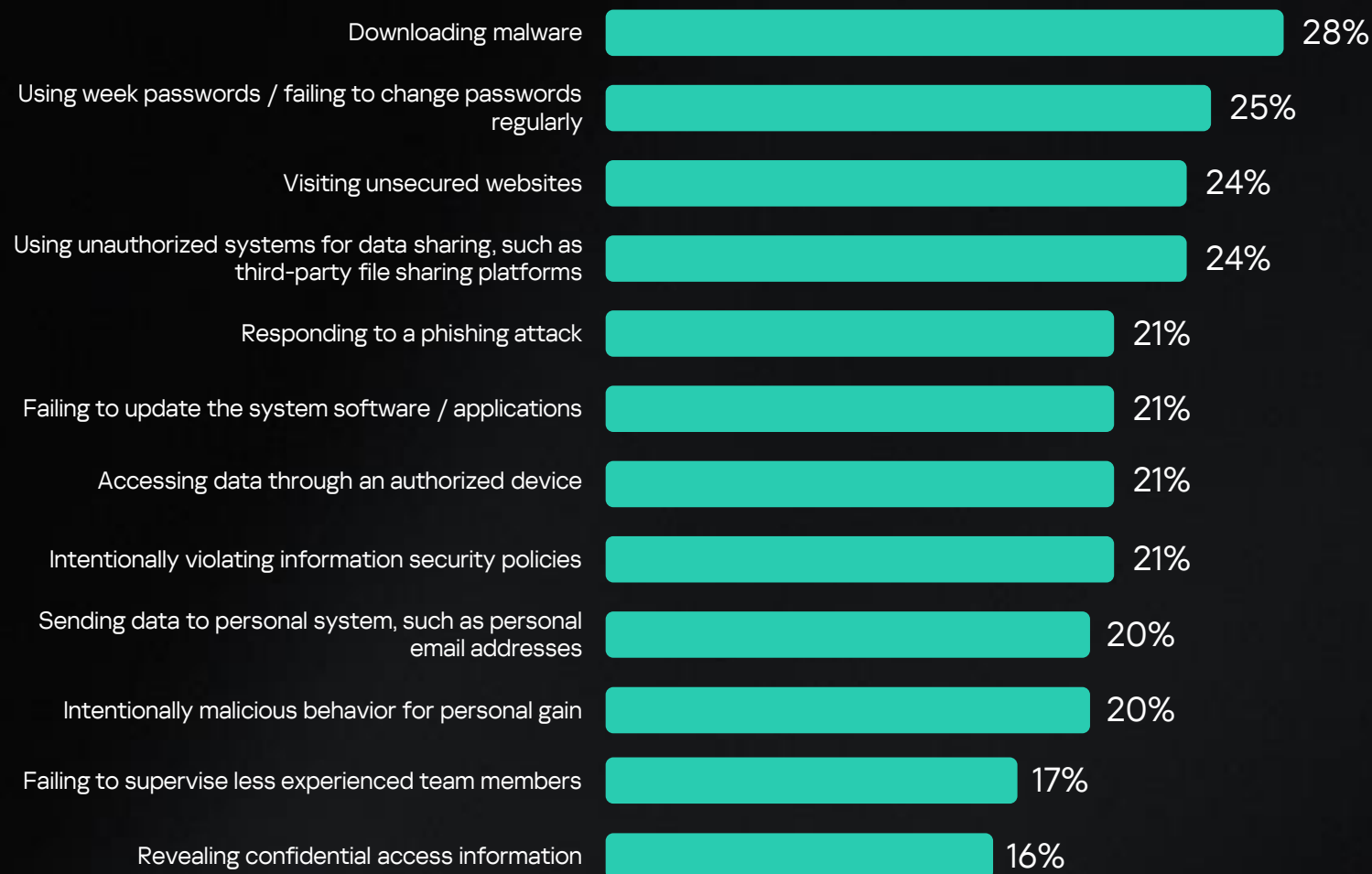
Expertise Services

- Incident response and recovery from cyberattacks
Kaspersky Incident Response
- Managed protection against cyberthreats and sophisticated attacks
Kaspersky Managed Detection and Response



Protection against insider attacks

What did employees do to cause the incident?*



64%

of all cyber incidents in 2022–2023 were caused by the human factor*

17%

of retail attacks in 2024 were related to social engineering**

16%

of retail attacks in 2024 started with phishing**

* According to Kaspersky

** According to 2025 Data Breach Investigations Report. Retail Snapshot. Verizon

Employees themselves are often the source of cyberthreats, which is why regular cybersecurity training to help ensure comprehensive infrastructure protection is essential

Technologies Solutions

Comprehensive protection against all types of threats

Kaspersky Next XDR Expert

- Secure workplace connection
Kaspersky Thin Client
- Checking document uploads to internal systems
Kaspersky Scan Engine

Knowledge Training and analytics

- Threat information services
Kaspersky Threat Intelligence
- Online training in information security basics
Kaspersky Automated Security Awareness Platform

Expertise Services

- Security assessment of your organization
Kaspersky Security Assessment



Ensuring uninterrupted payment transactions



Malware for PoS terminals

Neutrino

BlackPOS

Alina

MalumPOS

Multigrain

PoSeidon

Prilex

Backoff



DDoS-as-a-service

From **\$90**

for a 24-hour attack against an unprotected website

from **\$200**

for a 24-hour attack against a DDoS-protected website

\$20 000 per hour

Losses from a successful DDoS attack

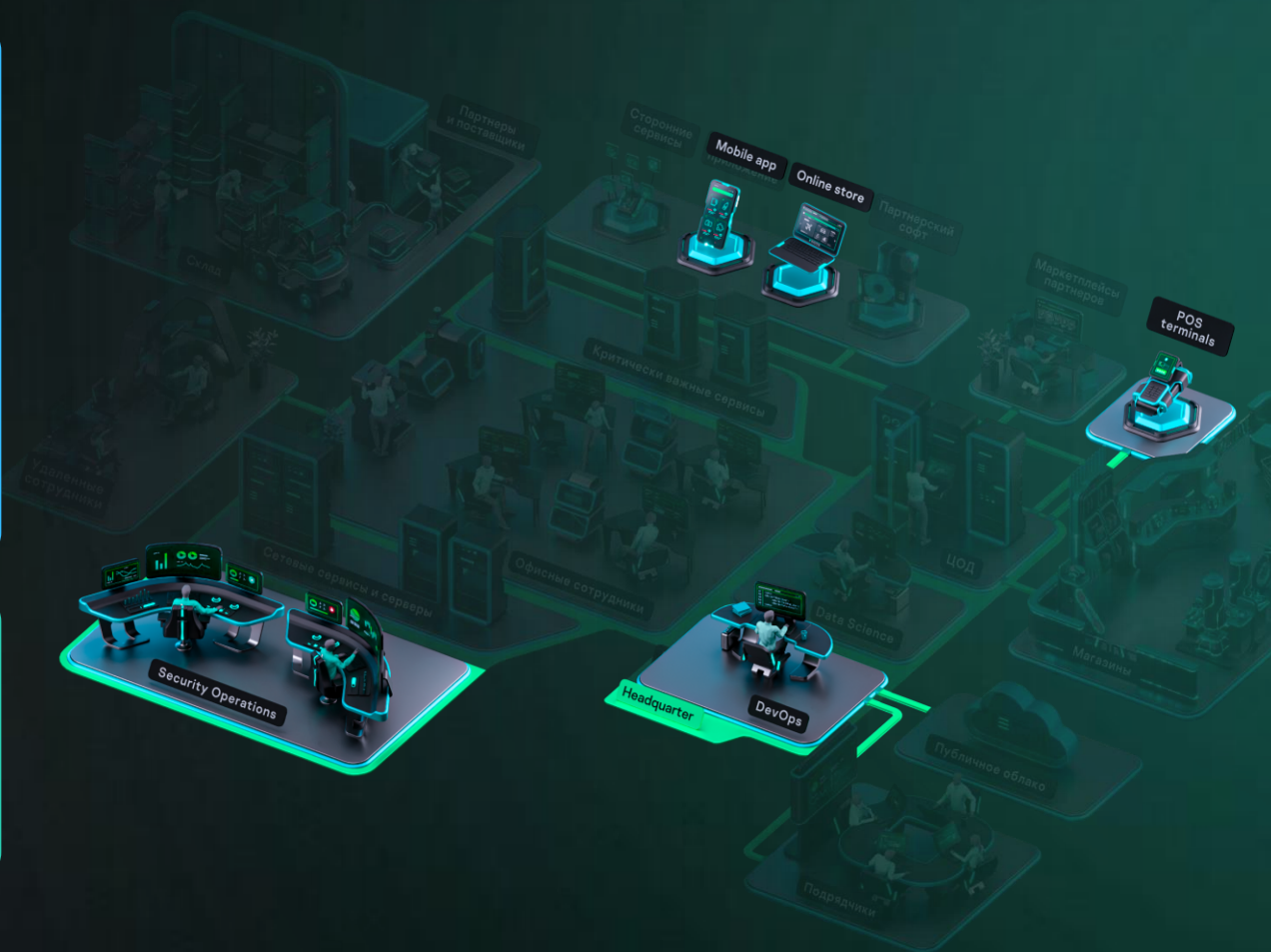
It's necessary to adopt international security standards such as PCI DSS and PSD2, and to deploy specialized security solutions to support payment transaction continuity

Technologies Solutions

- Securing containerized applications
Kaspersky Container Security
- Protection of stationary PoS systems
Kaspersky Embedded Systems Security
- DDoS attack protection
Kaspersky DDoS Protection
- Creating a secure environment in a partner's mobile application
Kaspersky Mobile Security Software Development Kit (SDK)
- Analysis and monitoring of the entire infrastructure
Kaspersky Unified Monitoring and Analysis Platform
- PoS terminal security and management
Kaspersky Secure Mobility Management

Expertise Services

- Analysis of payment system security
Kaspersky ATM Security Assessment
- Managed protection against cyber-threats and sophisticated attacks
Kaspersky Managed Detection and Response



Protecting customers' personal data

Data breach: direct losses

GDPR

Up to **€10m** or **2%** of global turnover
Up to **€20m** or **4%** of global turnover

LGPD

Up to **\$10m** or **2%** of turnover

PIPL

Up to **\$7m** or **5%** of turnover

DPDPA

Up to **\$30m**

Data breach: indirect losses

~15% (depends on region and age)

of consumers changed retailer or product due to a data leak*

How to calculate indirect losses:

Average ticket
x
(number of customers x 0,15)

Data breaches often occur as a result of employee actions and insufficient cyberthreat protection

Technologies Solutions

Comprehensive endpoint protection
Kaspersky Next EDR Foundations
or **Kaspersky Next EDR Optimum**

- Online fraud protection
Kaspersky Fraud Prevention
- Analysis and monitoring of the entire infrastructure
Kaspersky Unified Monitoring and Analysis Platform
- Corporate device management
Kaspersky Secure Mobility Management

Knowledge Training and analytics

- Data breach detection
Kaspersky Digital Footprint Intelligence



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Kaspersky's track record in the retail industry

We help retailers minimize risk through proven technologies and deep expertise. Our solutions follow global best practices.

>15 years 122 countries >12 300 retailers around the world

~9580
in CIS

~550
in APAC

~1430
in Europe

~720
in the Americas

~170
in META

Success stories

Magnit

Magnit, one of Russia's largest retailers, implemented a comprehensive cybersecurity system as part of its digital transformation strategy – and has relied on Kaspersky solutions for over 15 years.

> 32 500 branches

386 000 employees

Kaspersky solutions have become central elements of the company's security system, strengthening defenses against cyberattacks.



Kaspersky
Anti Targeted
Attack



Kaspersky
Endpoint Detection
and Response
Expert



Kaspersky
Secure Mail
Gateway



Kaspersky
Web Traffic
Security



Kaspersky
Container
Security



Kaspersky
Fraud Prevention



Kaspersky
Private Security
Network



Kaspersky
Embedded Systems
Security

Some of the world's largest retail companies trust us to protect their business



We've been using Kaspersky solutions to protect endpoints since 2008. Over this time, we have come to appreciate their reliability and effectiveness. Kaspersky specialists provided invaluable support in rebuilding our cybersecurity system to modern one. We plan to continue expanding our cooperation.

Alexander Vasilenko,
CISO

 **MAGNIT**

Success stories

Grupo Corripio

Kaspersky delivered a high-quality, scalable and competitively-priced solution so comprehensive that Grupo Corripio has been able to block thousands of endpoint threats, including phishing, ransomware and Trojans.

50+ companies

12 000 employees

2 data centers

Kaspersky solutions have become central elements of the company's security system, strengthening defenses against cyberattacks.

[Learn more](#)



Kaspersky
Anti Targeted
Attack



Kaspersky
Endpoint Detection
and Response
Expert



Kaspersky
Hybrid Cloud
Security



Kaspersky
Total Security
for Business



Kaspersky
Managed Detection
and Response

Some of the world's largest retail companies trust us to protect their business



Over the years, Kaspersky has been our strategic ally and has been an important part of our history. Kaspersky's centralized monitoring and management through intuitive, user-friendly interfaces have allowed us greater visibility and control over our cyber security infrastructure.

Radhames Mendez,

Senior Business Continuity Manager, Grupo Corripio



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Why Kaspersky

Our unique team of cybersecurity experts defends against the world's most complex and dangerous threats. Their deep knowledge continuously strengthens our solutions and services, delivering unmatched quality.

>27 years



building a safer world

>467,000



new malicious files detected by Kaspersky every day

>4,9 billion



cyberattacks detected by Kaspersky in 2024 alone

>220,000



corporate customers worldwide choose our protection

>900



active groups and operations associated with APT are monitored by us

5



unique Centers of Expertise

Technology leadership built on world-class expertise



Research and investigation

World-leading expertise in threat research and incident investigation are at the core of our portfolio

Unparalleled global expertise keeps our customers ahead of threats and supported throughout the incident response cycle with our product and services



Secure AI-powered approach

Secure approach to Artificial Intelligence – built-in to our solutions

From AI-enhanced threat discovery and alert triage to GenAI-driven Threat Intelligence – we've been doing it for years, and we're leading the way



Secure Software Development

From Secure Software Development Lifecycle to secure-by-design

Secure development is a guiding principle in our product design processes, enabling us to create completely secure systems that keep our customers safe

Unmatched expertise

Centers of expertise



The unmatched power of expertise: The core of our cybersecurity portfolio

Learn more



● Threat Research

● Incident Investigation



Kaspersky Global Research and Analysis Team

- Research of the most complex threats: APTs, cyber espionage campaigns, global cyber epidemics, etc.
- Security of future focused technologies
- Investigation of sophisticated financial cybercrime



Kaspersky Threat Research

- Safe development and constructive security
- Online threats analysis and content filtering research
- Threat research from malware to APTs and detection logic development



Kaspersky AI Technology Research

- AI cybersecurity
- GenAI research
- AI-powered threat detection / strengthening information security solutions with AI algorithms



Kaspersky Security Services

- MDR
- Incident Response
- Security Assessment
- SOC Consulting
- Compromise Assessment
- Digital Footprint Intelligence



Kaspersky ICS CERT

- Threat Analysis in industrial infrastructure
- ICS vulnerability research and assessment
- Technology associations, analytics and standards

Transparent & independently recognized



**Proven.
Transparent.
Independent.**

The Kaspersky Global Transparency Initiative is built on concrete, actionable measures that allow stakeholders to validate and verify the trustworthiness of our products, internal processes and business operations.

13

Transparency
Centers across
the world



Regular
independent
assessments

- SOC 2 audit
- ISO 27001 certification



Bug bounty program

Recognition that matters

Kaspersky products undergo regular independent assessments by leading research institutes, with our cybersecurity expertise consistently recognized by top industry analysts.

Most tested. Most awarded.

For over a decade, Kaspersky products have participated in 1022 independent tests and reviews, earning 771 first place results and 871 top-three finishes - testament to our industry-leading protection.

In 2024

95

Tests &
reviews

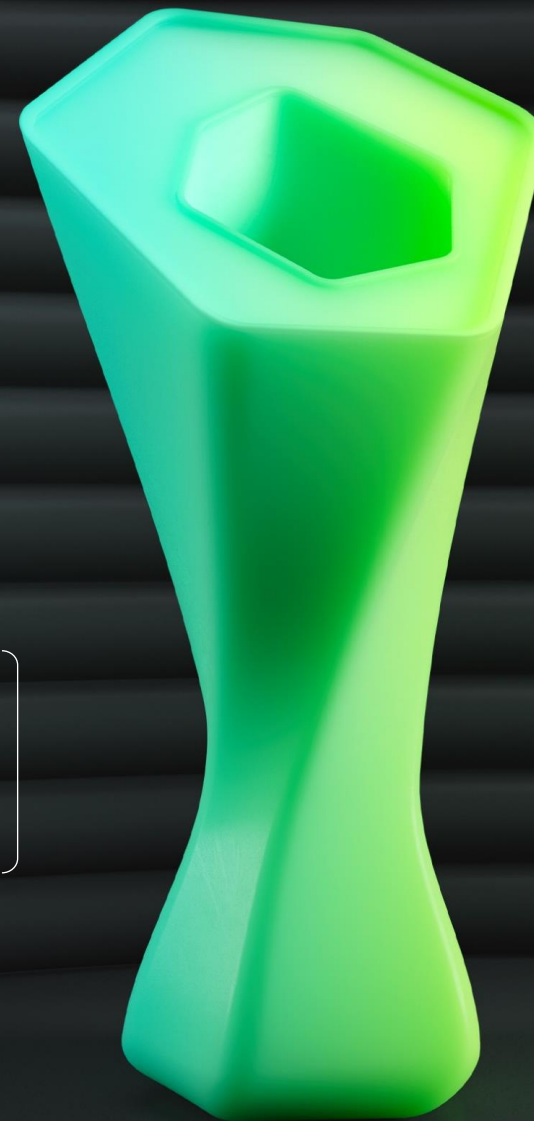
91

First
places

97%

TOP3 places

[Learn more](#)



Active industry contributor

As a key and active player in global threat intelligence, we work closely with the wider cybersecurity community to combat cybercrime worldwide



INTERPOL



We work alongside international organizations such as INTERPOL, law enforcement agencies, CERTs and the global IT security community on joint cybercrime investigations and operations.

MITRE | ATT&CK®

We contribute critical cyberthreat intelligence to global initiatives, including MITRE, to enhance the accuracy of the ATT&CK framework.



Our work is guided by the ethical principles of responsible vulnerability disclosure.



Kaspersky strengthens security across the industry by identifying and helping to fix zero-day vulnerabilities for global brands such as Adobe, Microsoft, Google, Apple, and others.

kaspersky

2025



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#bringonthefuture