CUSTOMER CASE STUDY

Globally Protected, Locally Empowered: How KLINGER Holding Secures Its International IT Landscape with Sophos MDR

With Sophos Managed Detection and Response (MDR), KLINGER Holding secures its international IT landscape. The solution enables the industrial group to detect and defend against threats across the group, while local IT teams can continue to operate autonomously.

KLINGER trusted. worldwide.

KLINGER Holding GmbH

Industry
Industrial sealing and fluid technology

Sophos Solutions
Sophos Managed Detection and Response

Users
2.100

Sophos-Partner
ARTAKER IT Group

SOPHOS

The manufacturing industry, which includes the Austrian KLINGER Holding, is a particular focus for cybercriminals. According to the Sophos State of Ransomware Report 2025, exploited vulnerabilities are the most common cause of ransomware attacks in the manufacturing industry and are responsible for 32 percent of incidents. The sector continues to be a preferred target for cybercriminals. In the past year alone, 99 different threat groups were active, specifically targeting manufacturing companies.

The Challenge

KLINGER Holding is an internationally active industrial group with a decentralized infrastructure, operating in the areas of sealing, fluid control, and fluid monitoring. The company faced a dual IT security challenge: On the one hand, it needed to ensure global protection against cyberattacks that met the requirements of a globally connected group. On the other hand, 24/7 monitoring had to be ensured so that threats could be addressed in real time.

KLINGER Holding's IT landscape was characterized by a combination of cloud services and local infrastructure, making security complex. Previously, the individual companies in the group operated heterogeneous security solutions without significant synergies.

"This situation not only impaired the efficiency of our IT work, but also facilitated attacks. Particularly critical was the lack of an ability to detect threats across the boundaries of individual companies and defend effectively across the entire group." Gernot Leithner, Head of Group IT & Digitalization, KLINGER Holding

Another requirement for a new security solution was that the local IT teams should continue to have the freedom to manage their infrastructure themselves and intervene directly when required.

The Solution

After a careful evaluation, KLINGER Holding chose Sophos MDR (Managed Detection and Response) in combination with the Sophos SOC (Security Operations Center). Several factors were decisive in this choice: First, Sophos offered the unique ability to combine global protection with regional administration. This was particularly important because the group consists of around 50 companies in Europe, APAC, Africa, and the Americas, each with its own IT security requirements. Second, the intelligent monitoring was compelling because it does not overwhelm teams with a flood of security alerts, but instead specifically filters and prioritizes high-risk alerts.

"We needed a solution that protects us globally but remains regionally manageable, without overwhelming us with countless alerts that nobody takes seriously in the end."

Gernot Leithner
Head of Group IT & Digitalization, KLINGER Holding

Another decisive advantage was the learning, AI-supported system of Sophos MDR, which identifies suspicious activities not only on the basis of fixed parameters, but also by detecting anomalous behavior. The Sophos SOC also protects the group against threats around the clock, a decisive factor for a company that operates worldwide across many time zones.

Last but not least, the Sophos Breach Protection Warranty within Sophos MDR Plus played a decisive role in the decision. In addition to services such as 24/7 monitoring and continuous AI-supported threat hunting, the Sophos Breach Protection Warranty covers the cost of responding to security incidents up to US$1 million.

The solution was implemented in stages and included onboarding around 50 companies into the group. Supported by decentralized administrators, this created a global overview while preserving local flexibility. This process required close coordination between the different locations to ensure that all companies could be seamlessly integrated into the new security concept.

The Result

With Sophos MDR, KLINGER Holding has created a future-proof security architecture that is convincing both globally and locally. The solution enables the group to identify risks early and proactively defend against them before they can cause damage. The Sophos SOC provides continuous monitoring and responds to threats outside regular working hours, on weekends, and on public holidays.

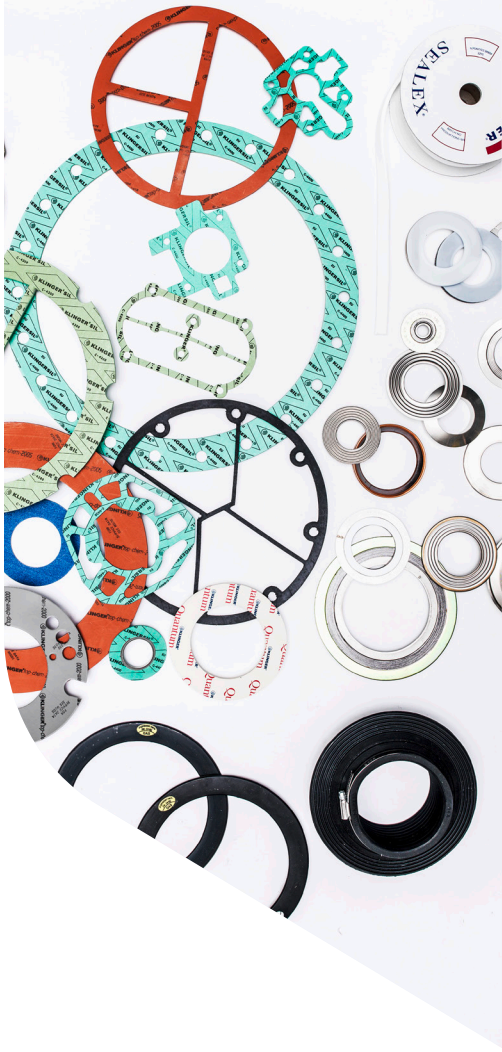
A particular advantage of the new solution is its ability to detect and prevent lateral movement by attackers. As a result, threat actors can no longer move unnoticed between the companies in the group. From the employees' perspective, Sophos MDR works in the background without disrupting the working day. This was a key concern in ensuring acceptance of the solution throughout the company.

The IT staff have responded positively to the new solution. Targeted training helped them become familiar with the functions of Sophos MDR and make full use of the technology's potential.

"The sense of security in the group has improved significantly. We know that Sophos MDR and the SOC protect us well, regardless of the time of day." Gernot Leithner, Head of Group IT & Digitalization, KLINGER Holding

The relief for the IT department is also clearly noticeable, as permanent monitoring in the background provides a higher level of protection and additional freedom for strategic tasks.

The Partner: ARTAKER IT



ARTAKER IT has supported KLINGER Holding for years in the selection and implementation of IT security solutions. The partner's enterprise experience was already demonstrated in an extensive infrastructure and modernization project at KLINGER: Within 22 months, around 50 companies, more than 2,100 users, more than 20 tenant migrations, and more than 30 EXO migrations were supported. At the conclusion, KLINGER recognized the efforts of the joint project team and described the result as "one incredible success story."

The Artaker IT Group is an Austrian IT group headquartered in Vienna. For more than 30 years, the group, with around 40 employees, has accompanied companies on their journey into the digital future, in keeping with the claim "Get IT done." As a reliable partner, ARTAKER IT intelligently extends existing strengths instead of replacing them. Two brands are united under the group's umbrella: Artaker IT Services as a trusted advisor and managed service provider for medium-sized companies, and Artaker Transformation, which complements the group with an AI-first approach to digitizing core business processes. In this way, the group combines its expertise in IT operations, security, process digitalization, and automation. Its focus areas range from enterprise content management and business process automation to digital contract management, cloud and Microsoft solutions, IT infrastructure, compliance, and AI.

More information at www.sophos.com

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