



# CHEMISTRY AT THE HEART OF BUSINESS SUCCESS

**KASPERSKY** lab



# CHEMIST WAREHOUSE IS ONE OF AUSTRALIA'S MOST REMARKABLE BUSINESS SUCCESS STORIES, DOUBLING SALES AND GROWING ITS NATIONAL STORE NETWORK FROM 100 TO MORE THAN 400 STORES IN JUST FIVE YEARS.



## Healthcare

- Headquartered in Melbourne, Australia
- Annual revenue approaching A\$3 billion
- Using Kaspersky Endpoint Security for Business Advanced and Kaspersky Security for Virtualization

Now Australia's largest pharmacy group employing more than 10,000 people, Chemist Warehouse has also led the move to online pharmacies with five specialist e-commerce websites, dispatching orders to customers' homes throughout the country from a network of distribution centers.

### Challenge

Through previous acquisitions, the business had acquired a wide range of legacy IT systems, software, suppliers and contracts – with the inevitable wide variations in both quality and performance. This environment consumed much of management's time to deal with the impact of virus attacks and system downtime.

As the family-owned business embarked on its current growth strategy, it was looking for an IT security partner that could ensure complete protection of large quantities of confidential customer medical records and data, and enable the company to fully comply with its Payment Card Industry (PCI) requirements.



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*“We trust them to look after our interests and in a family-owned, family-orientated business, trust is vitally important. They are a highly-regarded member of our extended family.”*

**Deni Ilic, IT Operations Manager, Chemist Warehouse**

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“We were at the start of our current journey and, in a nutshell, we needed a partner to go with us,” recalls IT Systems Manager, Deni Ilic. “Even at that stage we were a large and complex business with quite specific requirements.

“Despite our size there has always been a strong family working culture at Chemist Warehouse, an example set and maintained by the owners, and we were looking for an organization with a similar way of working.”

After an exhaustive process including reviewing independent reports, proof of concept demonstrations, trials – and the all-important test of personal chemistry – Chemist Warehouse selected Kaspersky Endpoint Security for Business Advanced.

### **The Kaspersky Lab solution**

“We felt that the Kaspersky Lab team took the time to really understand us and our business objectives, for the short and the long term, and that their solution could be shaped very precisely for our needs, then and in the future. It felt instinctively like a good fit,” says Deni.

Over the past five years Chemist Warehouse has built up a portfolio of some 4,500 licences providing multi-layered protection for workstation and laptop endpoints, including employees’ own devices, supported by 400 more to protect its virtual server environment.

The platform helped to provide the foundations and the confidence for a period of unprecedented growth for the business, with online transactions doubling year-on-year and 40 new retail stores opening each year.



## **SECURE**

*Enterprise-wide protection ensures confidentiality*



## **COST**

*Central management console provides real time visibility across diverse estate*



## **SUPPORT**

*Long term partnership delivers trust and consistency*



## **FASTER**

*Swift and easy deployment speeds up new store openings*

# 400+

Stores

# 5

Online  
pharmacies

# 4,500

Licences

# 400

Virtual servers

### Solid foundation stone

"Kaspersky Lab is our first line of defence and is so simple to roll out each time we increase our footprint. It's very lightweight in our server environment, easy to manage and control and provides a consistent, repeatable, benchmark level of protection for everything we do," adds Deni.

"The central management console gives us just the right level of information and oversight we need and it's designed with end users in mind; intuitive, easy to use and with many automated features such as remote update distribution.

"It is stable and reliable, it performs extremely well, has met all of our expectations, and we haven't had any significant downtime in the five years we have been using it. We are very happy with it, in particular because it has been such a solid foundation stone for us during a remarkable period of growth. Growing at the speed we have has risks attached, and the Kaspersky Lab platform has helped us to manage some of those risks very effectively.

"And our partnership is as strong as ever. The Kaspersky Lab team still treat us like we're a new customer, they are attentive, bring new ideas to the table and never once take our custom for granted. Any issues that do crop up are dealt with promptly and efficiently.

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**MOST TESTED\***  
**MOST AWARDED\***  
**KASPERSKY LAB**  
**PROTECTION**

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# KASPERSKY

LAB

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