

Customer service goes beyond the physical world at Takashimaya Singapore



The Challenge

Takashimaya Singapore is the largest department store in the country offering prestigious brands, unparalleled customer service, and an authentic Japanese F&B experience. As their business transformed digitally, the Takashimaya team also recognised the need to protect its operations and customers from increasing cyber threats.

In 2020, Singapore witnessed a surge in cyberattacks, with a significant amount of data being lost to breaches. Takashimaya made a strategic decision and looked for ways to enhance its cybersecurity measures.



The Solution

Takashimaya Singapore collaborated with NEC Asia Pacific and their partner, LAC, to introduce a comprehensive cybersecurity capacity-building training course for its IT team. The training aimed to equip Takashimaya employees with the knowledge and skills necessary to defend against cyber threats.



The Benefits

- ❖ Strengthened cybersecurity expertise – The training covered a wide range of basic and advanced topics, which included hands-on modules and real attack packet analysis in a cloud environment.
- ❖ Enhanced confidence – The IT team gained greater confidence in addressing cybersecurity threats in their daily operations, while other employees found a better understanding of how to protect themselves and the business from cyber attacks.
- ❖ Advancing their knowledge – Some team members chose to pursue advanced cybersecurity courses to bolster Takashimaya's Singapore cybersecurity capabilities.



Cyberattacks are becoming more advanced and complicated, so we require support from experts like NEC and LAC. We have to be ready for potential attacks by continuously improving human capabilities and leveraging technology to be accountable to our customers.



Mr. Takushi Fujikawa, Deputy Managing Director and General Manager (General Administration), Takashimaya Singapore Ltd

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01

Future-ready retail sector
Sets an example for other merchants in the retail sector to bolster cybersecurity

02

Greater data assurance
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