

CDK

CDK Security Solutions Ease Concerns for Farm Equipment Dealer

Iowa Dealership Is More Confident About Security



Family-owned Bodensteiner Implement Company has provided farmers in northeastern Iowa with John Deere agriculture equipment since 1983. Today, its 10 locations and more than 250 employees are vital to the diverse agricultural communities they serve.

Like any heavy equipment dealer with annual sales of over \$260 million, Bodensteiner strives to keep up with cybersecurity. The task expanded during the pandemic because of fresh demands and trends, including:

- The dealer needed to learn to administer its own email platform
- Deadlines for John Deere's new dealer-security requirements and training were approaching
- Cyberattacks escalated and a nearby dealer was pinned by ransomware, losing millions of dollars in ransom and downtime

The situation kept Gregg Kleppe, Bodensteiner's head of IT security, awake at night. CDK Global Heavy Equipment has supported Bodensteiner with dealer management software since 2011, so the team knows the company and its business. The experts at CDK Heavy Equipment were committed to defending its dealer partners against rising security threats.

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“The IT side of dealership operations changes fast. We had to find a partner in the IT world that could help us. We depend on CDK to stay ahead of things for us.”

Gregg Kleppe
Head of IT security at Bodensteiner

DID YOU KNOW?

Parts sales increased during the pandemic, even when Bodensteiner stores were closed. Even now, the company's Parts sales remain at that high level — proof of Bodensteiner's strong customer relationships.

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CDK GLOBAL
HEAVY EQUIPMENT

Security Solutions Keep Bodensteiner Safe

The dealer implemented three CDK solutions to boost security over its email platform, across its network and among its employees.

MailProtect

When Bodensteiner began administering its own email platform to replace John Deere's, they sought help from CDK Heavy Equipment. In September 2021, Bodensteiner began using CDK MailProtect™ to grab suspicious emails with advanced AI.

The team knew that as much as 18% of the industry was vulnerable to phishing scams. With MailProtect, Bodensteiner's risk of falling victim to phishing has gone down to 2.6%.

In one recent case, employees alerted Kleppe that they were receiving phishing emails from the founder. Kleppe called Nuspire, a CDK security partner. Six minutes later, MailProtect was quarantining the phishing emails. Previously, the process would have involved several calls, escalation, delays and increased risk. "The level of service is easier and more responsive," said Kleppe. "It's one call to the hotline, and that takes care of the problem."

Endpoint Detection and Response

The pandemic drove employees to work from home, a setup Bodensteiner hadn't used broadly in the past. The IT team suddenly was in charge of a network of distributed employees, which requires pushing apps, updates and patches regularly. CDK security partner SentinelOne identifies threats in communications like those.

Over the last eight months, every time the IT team added a specific app on a computer, SentinelOne flagged it as an intrusion that looked like ransomware — 41 times in all. Even though it was a regular occurrence and the app was classified as safe, SentinelOne didn't disregard it. "If they take it seriously with a false positive on a piece of software we know is safe," Kleppe said, "then I have a good feeling they're identifying the actual threats also."

Network Security Awareness Training

When the Accounts Payable team received an email from the general manager asking them to send \$25,000 to a past-due account, the check made it all the way to the envelope before a cautious manager learned they'd nearly fallen victim to an email spoofing scam.

CDK Network Security Awareness Training prevents this problem by teaching Bodensteiner employees through modules and videos that apply to their roles. For example, before the 2021 holidays, Parts salespeople completed credit card training, so they would know how to spot potential fraud. CDK conducts tests by sending fake



emails, voice calls and more to employees, which shows Kleppe who might need more training.

CDK Provides Full Solutions, Not Just Products

With the tailored set of security solutions, Bodensteiner beats industry standards for security.

Dealers like Bodensteiner can piecemeal different companies' solutions to help keep their email, network and employees safe. The tradeoff: They won't have a partner that takes care of them the way CDK does. "I don't want to work with an email vendor here, a network security company there," said Kleppe. "I'm all about consolidation. We've become comfortable with CDK providing all these services."

Find out how CDK Heavy Equipment can help your organization manage cybersecurity. Visit cdkglobal-heavyequipment.com/cybersecurity