



# SIGS Strategy Kickoff

Information Security Post - Simply in good hands.

Marcel Zumbuehl, Group CISO,  
Director at Swiss Post Cybersecurity  
Co-President ISSS Information Security Society CH

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# Swiss Post Group and Cybersecurity





# Swiss Post Group and Cybersecurity

**Swiss Post Group** – 60'000 employees, 4 markets: Banking, Logistics, Public Transport, Communication Services, 100% stocks held by Swiss Confederation.

**Figures** – 7'279MCHF operating turn-over, 254MCHF group profit, 104BCHF bank customer assets, 175M passengers in Postbus, 76/100 customer satisfaction, 185M parcels

**Customer Expectations** – Confidence/Trust, Reliability, Speed, Digital Services

**Norms and Standards** - ISO 27001, ISO 22301, ISO 20000, PCI-DSS, SWIFT, eVoting Certificate, Digital Health Certification

**Regulations** – Post Regulation, Critical Infrastructure, Swiss Monetary Authority, Swiss GDPR, Swiss Health Authority



# Vision Information Security

The freedom of our customers is based on trust.

Trust requires secure solutions in the physical and digital world of tomorrow.

Security is the DNA of our products.  
Today for tomorrow.

**«Simply in good hands»**





# Mission

What do we do  
and what goals  
do we pursue





# Information Security Post

More than 100 employees in 7 teams – Diversity opens perspectives



## Security Management

1400 Employees in I/T  
>100 Employees in InfoSecurity  
nationally/internationally connected  
7x24h Cybersecurity Operations Centres  
100 Penetration Tests per Year  
1 One of Europe's largest BugBounty  
ISO Certified Security

## Deferred Attacks per Month

100 Aktive Attacks  
10 000 Virus Infection Attempts  
10 Mio Spam/Phishing

## Attack Trends

Identity Fraud  
Online Fraud  
Ransom Attacks

## Industries in Target

Finance and Payment  
Mail/Logistik  
Electronic Voting

# Information Security Strategy Post

Six playgrounds of the future identified...

## **Partizipative Security**

- Blurred lines between customers, enterprises and partners
- Creation of secure ecosystems

## **Metaverse/Spatial Computing**

- Internet turning 3D. Virtual and physical reality intertwined
- Secure Identities, Safety as pillars of progress

## **Artificial Intelligence**

- Algorithms as targets of attacks
- AI giving extra muscle to security

## **OT Security**

- Increased attacks on facilities, vehicles and IOT in general
- Hardening of building tech and charger networks

## **Digital Twins of customers**

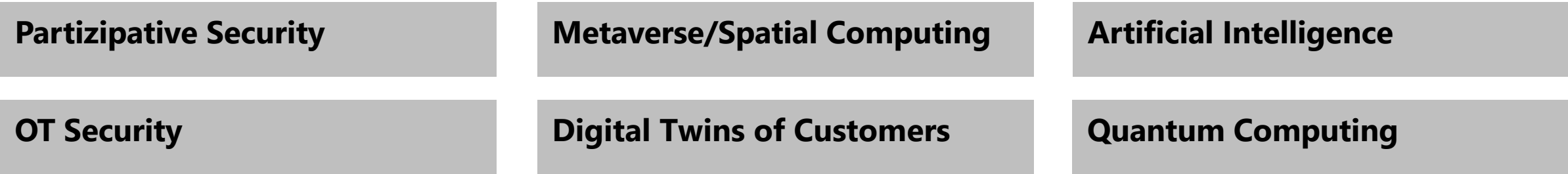
- Customers delegation to intelligent machines
- Trust interaction with machine customers

## **Quantum Computing**

- The analog strikes back. The rules are changing
- Find robust cryptography and launch exchange programmes

# Information Security Strategy Post

...leading to programmes in 2025



## Information Security Strategy 2025-2028

Area of Action

Focus 2025

<div><b>Secure Digital Ecosystems</b> Increase Security Focus with Partners, Fostering Security Culture</div>	<div><b>Trustworthy Identities</b> Consolidated, simplified and secure Identity Spaces</div>	<div><b>New Technologies and Methods</b> Products and Services at Security State of the Art</div>
<div><ul style="list-style-type: none"><li>– Embedded Security</li><li>– Security in Supply Chains</li><li>– Info Leak Prevention</li><li>– Customer Centric FraudMgt</li></ul></div>	<div><ul style="list-style-type: none"><li>– Passwordless Self Service*</li><li>– Seamless Collaboration*</li><li>– Identity First Security*</li><li>– Mgmt Priviledged Access*</li></ul></div>	<div><ul style="list-style-type: none"><li>– Firewall Management*</li><li>– Secure AI</li><li>– Zero Trust*</li><li>– Quantumproof Cryptography*</li></ul></div>