

SUCCESS STORY

Book Depot Cuts Through Security Noise with AI Powered Risk Intelligence

Book Depot | Wholesale: bookdepot.com bookdepot.ca | Retail: bookoutlet.com bookoutlet.ca

Canada | Wholesale Distribution Retail Fulfillment | 500 employees | **Partner:** Rhyno (MSSP) Canada, Softchoice

TrendAI Vision One™ solutions: Cyber Risk Exposure Management (CREM), Security Operations (SecOps), Cloud Security, Endpoint Security, Network Security

The challenge

A highly automated national wholesaler balancing growth, uptime, and cybersecurity risk

As one of Canada's largest book wholesalers, Book Depot puts affordable books into the hands of readers nationwide by supplying bookstores, retailers, schools, and libraries at scale. Behind the scenes, the company operates an automated distribution network powered by robotics, conveyor systems, and custom-built applications designed to move massive volumes of inventory with precision. "People think of us as a book company, but operationally, we run like a technology organization," says Senior Systems Administrator Brandon Book.

As the organization adopted AI tools to improve productivity, forecasting, and reporting, the technical environment grew more complex. New AI capabilities introduced concerns of data exposure, access controls, and third-party integrations. "The combination of on premises systems, robotics, and cloud platforms increased the scope of assets and exposures requiring protection," adds Vice President of Information Technology Derek Teeuwsen. "The challenge became securing an AI-enabled, fast-moving operation without slowing innovation or interrupting daily business."

The solution

Unified, risk-driven security aligned to the business

To maintain control over their organization, Book Depot consolidated security operations on the TrendAI Vision One™ industry-leading AI security platform. By applying analytics, automation, and machine learning across endpoints, servers, cloud workloads, email, and network activity, the platform surfaces risk in context. "We've taken an AI first approach, using

intelligence in the TrendAI Vision One™ platform to tell us what actually matters and cut through the noise," says Teeuwsen.

Instead of reacting to isolated alerts, the security team gains continuous visibility and prioritization driven by intelligence. This approach allows Book Depot to scale security alongside automation and data growth, while reducing manual analysis.

Risk-led security with automated containment

Security operations are guided by TrendAI Vision One™ Cyber Risk Exposure Management (CREM), which uses analytics and learning over time to evaluate exposure and prioritize risk based on business impact rather than alert volume. Weekly reviews focus on risk scores and trends, helping the team act early without constant manual tuning.

When high-severity threats are identified, automated containment isolates affected systems immediately, limiting lateral movement and allowing security to keep pace with an automated, AI enabled operation. "If something high-risk appears, it's isolated right away, which stops lateral movement and gives us time before anything can escalate," says Book

"If we have a question, they pick up the phone immediately and get us the support we need. It's been a great partnership."

**Brandon Book,
Senior Systems Administrator,
Book Depot**

Customer service as a differentiator

A security partner that evolves with the business

For Book Depot, the platform's value is amplified by the strength of the partnership behind it. "As our environment has become more complex, TrendAI™'s ongoing innovation with AI, automation, and responsive support have helped security scale alongside operations," says Teeuwsen. "We've used other tools that stay the same over time. Seeing TrendAI consistently evolve and add new capabilities has been refreshing, and it means we're not left behind."

That momentum is matched by direct access to product, engineering, and support teams whenever questions arise. "If we have a question, they pick up the phone immediately and get us the support we need. It's been a great partnership," concludes Book. "In partnership with TrendAI, we see security as an enabler, supporting automation, growth, and long-term resilience."



"We've taken an AI first approach, using intelligence in the TrendAI Vision One platform to tell us what actually matters and cut through the noise."

**Derek Teeuwsen,
Vice President of
Information Technology,
Book Depot**

The results

Clearer priorities, quieter operations, and measurable risk visibility

With an intelligence driven security model in place, our security approach shifted from reactive alert handling to proactive, AI assisted risk management," says Teeuwsen. The team now relies on analytics and learning built into the platform to surface the most meaningful risks before they affect business continuity. "TrendAI Vision One helps us prioritize based on impact, not just urgency. That shift alone changed how we operate daily."

AI assisted visibility across the environment has also improved how risk is measured and understood. "We recorded a 10 percent year over year increase in detected vulnerabilities. We're identifying more exposure because we can see our whole environment, and that lets us act sooner," continues Teeuwsen.

The most noticeable change is greater day to day stability. As AI driven prioritization, automation, and behavioral analysis reduce manual tuning and eliminate low-value alerts, extended quiet periods have become common. For the team, that quiet is a signal that intelligent controls are working as intended, allowing security to support the organization without adding friction or overhead

Transform your cybersecurity approach

Discover how TrendAI Vision One™ enables companies like Book Depot to AI fearlessly.

Learn more today.

trendmicro.com/visionone

About TrendAI™

TrendAI™, the global AI security leader and enterprise business unit of Trend Micro, empowers organizations with full AI visibility and consolidated security that inspires confidence, drives innovation, and eliminates risk.

Trusted by the largest enterprises and governments across 185 countries, TrendAI™ secures the entire organization, from identities to infrastructure to data. AI Fearlessly.

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