

XM Cyber and Bizerba: How a global leader protects its legacy with continuous security



The challenge

Turning a wake-up call into lasting resilience

Bizerba was founded almost 160 years ago in Balingen, Germany, and has developed into a global technology company with around 4,500 employees and annual sales of 830 million euros. Today, the company is active in more than 120 countries. Its core business has evolved from simple weighing to sophisticated production systems that integrate computer, software, and AI technologies. The company has been developing customized hardware, software, and service solutions for decades and offers SaaS models where customers can rent complete systems through monthly packages.

This digital expansion brought with it significant new risks. In 2022, Bizerba was hit by a concerted cyberattack that brought production to a standstill worldwide. CEO Andreas W. Kraut recalls the defining moment:

"That was, so to speak, the ultimate wake-up call that made it clear to us: We have to make sure that our company is in a great position in terms of cyber security, that as little as possible gets into the company. And if something does get in, that it can be identified immediately."

Digital sovereignty—complete control over data, systems, and processes—is now a central part of Bizerba's strategy. To maintain both sovereignty and security, Bizerba needed a solution that could detect vulnerabilities in real time, guide precise corrective actions, and ensure continuous, comprehensive visibility across the entire digital ecosystem.

The solution

Continuous, sovereign defense based on trust

Bizerba chose XM Cyber to implement a systematic, proactive approach to exposure management. Running in STACKIT's secure European cloud, the XM Cyber platform continuously scans Bizerba's internal system infrastructure, quickly identifies vulnerabilities, and recommends direct, prioritized countermeasures. Kraut explains what tipped the scales:

"That's what convinced me about XM Cyber: an internal tool that continuously analyzes attack vectors. Of course, there are pentests and other procedures, but they are always static and only check at specific intervals. XM Cyber is the right tool for us because it identifies potential attack paths 24 hours a day."

The introduction of XM Cyber went smoothly and the global rollout was completed without interruption. The platform delivered actionable insights quickly, enabling Bizerba's qualified cyber defense unit to efficiently close security gaps and holistically strengthen the security of sensitive systems and customer data.

BIZERBA

Bizerba, a fifth-generation global leader in weighing technology, uses XM Cyber on STACKIT to secure its digital transformation, protect decades of customer trust, and keep its global operations running smoothly and resiliently.

Location:

Balingen, Germany

Challenge:

Strengthening cybersecurity and digital sovereignty after a global cyberattack

Solution:

XM Cyber exposure management platform on STACKIT infrastructure

Results:

Continuous visibility, prioritized prevention, and a resilient global foundation

Benefits and results

Visibility, prevention, and new confidence

The partnership with XM Cyber has given Bizerba continuous, deep insight into its digital ecosystem and laid the foundation for a truly proactive defense. Continuous monitoring by XM Cyber enables the company to identify potential vulnerabilities as they arise and contain them before they become a risk.

"There are vulnerabilities, but there are also ways to prevent them. In the wake of the cyberattack, we have set up a dedicated team that deals exclusively with cyber security 24/7. I can say that XM Cyber definitely lets me sleep more calmly."

Security is now an integral part of the corporate culture. The Information Security Board and the CISO review every technological decision for compliance with evolving regulations such as the Cyber Resilience Act and NIS2. Regular training and simulations also sensitize employees to new threats such as voice spoofing and advanced phishing.

Recommendation and Outlook

Partnership and Progress Without Compromise

For Bizerba, the collaboration with XM Cyber represents more than just a technology investment—it is a firm commitment to continuous improvement and digital sovereignty. The company relies on XM Cyber's deployment on STACKIT's European cloud as a secure, independent foundation for protecting its global operations.

"We have to make sure that internal processes, systems and data are secure and protected. Third-party access must be prevented, manipulation ruled out and secure communication between systems guaranteed."

Kraut emphasizes that cybersecurity is now inseparable from business success:

"When it comes to cyber security, standing still is a step backwards. What is secure today can be hacked or circumvented tomorrow."

Through its collaboration with XM Cyber, Bizerba continues to strengthen digital trust, protect its innovation engine, and sustain growth for the next generation.

