

ABB Electrification Americas saves thousands of hours and delivers huge ROI with Tanium



Industry

Manufacturing
(electric power distribution)

Size

13,500 employees

Headquarters

Atlanta, Georgia, USA

Managed endpoints

3,000

Results

Huge ROI

ABB Electrification Americas' initial three-year investment in Tanium was \$130,000, and its estimated ROI is \$1.75 million.

Protected endpoints

97% of endpoints comply with a 30-day patching cycle, up from just 13% before using Tanium. And 95% of endpoint devices are fully encrypted, up from essentially zero before using Tanium.

Open windows

All Windows endpoints are now up to the current OS version, up from 30% prior to using Tanium.

Saving person-hours

Cook estimates Tanium could save his company 180,000 person-hours.

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Acquiring another company can be a great way to grow. But it can also raise new security challenges.

That was the situation facing ABB Americas, a unit of ABB Ltd., the 130-year-old provider of electrification and automation products and services. In 2012 ABB paid \$3.9 billion to acquire Thomas & Betts, a designer and manufacturer of electrical connectors and components, as part of its United States expansion. Since 2010 ABB has spent \$14 billion in the United States, its largest growth market, expanding plants and making acquisitions.

When ABB acquired the company, it also gained electric solutions that are used all the way from the grid to point-of-use. The acquisition of what is now called ABB Installation Products also brought ABB new employees, customers, and some 3,000 endpoint devices, mainly Windows 10 PCs. With those endpoints came a raft of new security challenges.

"We had a number of things — including third-party patching, endpoint management and encryption enforcement — that were simply not being done," says Sam Cook, an end-user and factory excellence leader at ABB Electrification Americas. "That left the business at risk."

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Sam Cook

End user & factory excellence leader,
ABB Electrification Americas

For Cook, those gaps raised risks not only for his new employer's operations, but also his own performance. “Keeping business operations running is my highest measure for success,” he says. “I also have KPIs [key performance indicators] for patching, endpoints and Windows versions.”

What Cook needed was an endpoint-management tool that could lower ABB Electrification America's operational and security risks while helping him achieve those KPIs.

High stakes

Cook had encountered Tanium in a previous job, and he opted to bring Tanium to his new role at ABB. There was a lot riding on the decision, as the stakes were high. If ABB Electrification Americas had its intellectual property stolen, the newly acquired unit could go out of business.

“Our process prior to Tanium was meeting with users and manually patching,” Cook says.

Now, with Tanium installed, Cook and his team are addressing security tasks that were previously being done manually or just going undone. That includes third-party and Windows patching, general endpoint management, and enforcing BitLocker encryption on its devices.

Big gains

Using Tanium, Cook and his colleagues at ABB Electrification Americas have made big gains:

- 97% of the company's endpoints are now compliant with a 30-day patching cycle. That's up sharply from just 13% before using Tanium.
- 95% of the business unit's endpoint devices are fully encrypted, up from essentially zero before using Tanium.
- 100% of Windows endpoints are now up to the current OS version, up from only 30% prior to using Tanium.

Cook's decision to use Tanium is also helping his company lower costs dramatically. One cost savings from using Tanium is a sharp reduction in the number of servers needed on premises. “Leveraging Tanium allows us to patch endpoints without caching servers,” Cook explains. “That's allowed us to reduce our server footprint by a large amount.”

Tanium has also helped ABB Electrification Americas lower costs with automated patching. Further productivity gains have come as a result of fewer calls to the help desk.



“That saved us thousands of staff-hours,” Cook says. He expects that in the final tally, Tanium could save the company 180,000 hours.

Best of all is the company’s anticipated return on investment (ROI). ABB Electrification Americas’ initial three-year investment in Tanium was \$130,000. And its estimated ROI? A cool \$1.75 million.

Some of that return will be a result of speed. Because Tanium leverages several tools in its core package, Cook and his team were able to implement them in a matter of months. “That also lets us implement our policies quickly,” he adds. “Tanium allows us to be much more agile.”

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Sam Cook

End user & factory excellence leader,
ABB Electrification Americas



Tanium, the industry’s only provider of converged endpoint management (XEM), leads the paradigm shift in legacy approaches to managing complex security and technology environments. Only Tanium protects every team, endpoint, and workflow from cyber threats by integrating IT, Compliance, Security, and Risk into a single platform that delivers comprehensive visibility across devices, a unified set of controls, and a common taxonomy for a single shared purpose: to protect critical information and infrastructure at scale. More than half of the Fortune 100 and the U.S. armed forces trust Tanium to protect people; defend data; secure systems; and see and control every endpoint, team, and workflow everywhere. That’s the power of certainty.

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