

How JLL gained visibility into nearly 100K endpoints with Tanium



Industry
Commercial real estate

Size
98,000 employees

Headquarters
Chicago, Illinois, USA

Managed endpoints
100,000

Results

Real-time visibility

Tanium gives JLL real-time visibility into its nearly 100,000 endpoints — no matter where those devices are located.

Remediation power

Once Tanium helps JLL identify an endpoint lacking the latest security patches, it can also help the company remediate that device.

Questions answered

Tanium gives JLL's cybersecurity team the current, reliable, and complete numbers they need to answer senior executives' toughest questions.

With many employees working remotely, often without a VPN, the real-estate services firm needed a quick, accurate and complete way to determine which endpoints needed patching.

The Chicago-based company offers professional services — including leasing, property management, and project design and management — to real-estate owners, occupants, investors and developers worldwide. With more than 98,000 employees in over 80 countries, JLL had revenue in its most recent fiscal year totaling \$19.4 billion.

Like many companies during the global pandemic, JLL allowed employees to work from home and other remote locations. While this improved worker safety and flexibility, for the company's cybersecurity staff, all those remote endpoints created a major challenge.

Although JLL used endpoint security tools, the visibility they offered into the company's endpoint devices was limited. "Since we don't force all our endpoint users to come through a VPN, some of our endpoints we were seeing only once every 75 days, when we'd force a password change," explains Doug Shepherd, JLL's senior director for offensive security services. "That meant we didn't have certainty about the state of that endpoint."

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One and only

The idea that Tanium could clear JLL’s endpoint-visibility challenge occurred to Shepherd because he had used Tanium five years previously in another job. Once Shepherd joined JLL, he realized Tanium could help. “Aside from Tanium, there’s really nothing else in the market that could solve our problem of gaining visibility for nearly 100,000 endpoints,” he says. “Nothing else comes close.”

Managing JLL’s many endpoints is further complicated by the fact that the company operates in nearly 80 countries worldwide. Some of those countries have restrictive privacy laws and regulations, while others are relatively lax. So there are things JLL can do with an endpoint in, say, the United States that it couldn’t do in Germany.

“That’s an extreme challenge,” Shepherd says. “And again, Tanium is really the only thing we could possibly use to even approach solving that.”

A clear view

Now that JLL has Tanium implemented, Shepherd and his colleagues enjoy comprehensive and realtime visibility into the company’s thousands of endpoints. Tanium also provides what Shepherd calls “real truth,” as opposed to assumptions. “With Tanium, we can show when an endpoint isn’t in its expected security state,” he says. “Plus, we can remediate that. It’s huge. And that’s a problem only Tanium can solve.”

Based on the success of JLL’s current Tanium implementations, Shepherd and his colleagues are looking for new opportunities. They recently launched a proof-of-concept trial with Tanium Benchmark, a module that empowers organizations to calculate and compare their IT risk level against industry peers, prioritize their biggest risks, and then remediate their entire attack surface in real time.

“It comes back down to really knowing what’s going on with your endpoints,” Shepherd says. “When we get a user complaining that their PC is running slow, with Tanium we can articulate why — and provide that information to IT ops.”

Tanium also gives Shepherd the numbers he needs when senior executives ask tough questions. “I’m not a big fan of just throwing data at executives,” he says. “With Tanium, I can tell a story, whether that’s ‘what we’re doing here is working’ or ‘we need more here.’”