

Luxury Group delivers world-class services with a platform-first strategy centered on visibility and control

Tanium use cases

- Incident Response
- Risk & Compliance
- IT Hygiene

Challenges

- Visibility into global IT assets was slow and incomplete
- Manual incident response and remediation processes
- Sizable financial impact from downtime

Benefits to IT

- Gathering endpoint data went from weeks to seconds
- “Zero-day” patching went from 6 days to less than 1 day
- Automation significantly reduced downtime and hard costs to organization

One of the world's leading luxury goods groups, home to some of the finest luxury brands, relies on more than 25,000 employees across 36 countries. With its dedication to its customers, brands, and employees, it's no surprise that digital transformation and automation are a top priority. For this large enterprise, digital transformation is well defined, powerful, and the foundation of its growth strategy for the coming years. Some aspects of this transformation include consolidation to a single security and operations platform, which not only ensures the business keeps moving but also significantly reduces the complexity of operations and toolsets. Additionally, consolidation and simplification can shift the perception of an IT organization from cost to profit center. Because the world of IT is becoming more complex each day, especially with the introduction of rigorous regulations such as GDPR, it is essential for this customer to build up a flexible and extensible environment to adapt to these new and constant changes. And, they must do all of this while providing an exceptional service experience and maintaining a secure business environment. It was this combination of ambitious goals that led to the search for a proven platform for endpoint visibility and control.

Driving digital transformation with a platform-first strategy centered on visibility and control

For a significantly distributed workforce and supply chain, standardizing and enforcing complex operations for all of the customer's brands, while still maintaining brand identity, is no easy task. Digital transformation for this luxury group means a single platform, increased availability of services to all brands, better asset visibility, reducing manual processes, effectively detecting eventual misconfigurations and vulnerabilities, and remediating quickly to minimize risk and exposure. After evaluating several different products, the organization selected Tanium as a key partner to reach its vision. The decision was made based on the accuracy, speed, and scalability of the Tanium platform, as well as the ability to detect and remediate with a single solution. According to this customer's Global Manager CSIRT & CyberTech, “We needed agility, the ability to search and have visibility into all endpoints in real time. With our current toolset, it took weeks to finalize searches; with Tanium it is minutes and seconds.”

Tanium becomes the single platform for security and operations to manage and secure the enterprise

Like many large organizations, this customer has to remain vigilant to ensure the security of its sensitive information and to avoid or head off serious threats. “With Tanium, our cybersecurity team can remotely check any endpoint and invoke a response procedure if necessary. They can also check every additional endpoint, globally, to help ensure the threat has not spread. This entire process takes less than 4 hours,” said the luxury group’s Global Manager CSIRT & CyberTech. Before Tanium, it would take almost an entire week to resolve the same issue. If an incident was reported, the user would have to physically send the device to the nearest IT hub. From there the device would then travel to the central cybersecurity hub for further analysis. This process was not only slow and costly, but it also left compromised machines exposed for days before any real investigation could take place. With Tanium, they can now investigate any compromised endpoint and quickly remediate, all from the same console, whether it is deleting a malicious file or quarantining a machine until further investigation can take place.

“Our operations team realized similar improvements with regard to ‘zero-day’ patch deployments,” the Global Manager said. “Typically an IT engineer would evaluate a newly available patch. A second engineer would prepare a package, deploy that package to a global distribution center, where it would then be assigned to different distribution groups. Finally, each machine would have to connect individually to the closest distribution point. Not only would this significantly delay our risk mitigation process by almost 6 days, but it would also burden our networks and provide no real assurance that every single machine was patched.”

When Tanium was deployed, “zero-day” patching went from nearly one week to less than one day. The customer’s IT operations team also started noticing compliance rates in the upper 90s after only several hours of patching. The financial and operational benefits to the business were significant. IT Hygiene, the process of continuously identifying assets, risks, and vulnerabilities across endpoints and fixing them with speed at scale, is foundational to this organization’s security and IT operations strategy. They quickly understood the state of their environment, from the vulnerabilities to misconfigurations. They were now deploying security updates successfully with the speed and reliability of Tanium, regardless of the size of the environment. This meant a more secure environment and a patch and compliance process that did not need to bend to the limitations of technology. Rather, because of Tanium’s light footprint and speed, these checks and remediations could take place on any day, and at any time.

The Luxury Group and Tanium are building a bridge to digital transformation

The enterprise is taking all the right steps toward its long-term vision of digital transformation, using Tanium to help drive efficiency, agility, innovation, and harmonization. It can detect and remediate issues in near real-time, reduce its reliance on manual processes using automation, and optimize for the future using a scalable, reliable platform — one that helps align its security and operations teams using one source of actionable data. “It is our aim to provide a world-class, digitally-connected customer experience for all of our iconic brands while ensuring security and reliability,” says the luxury group’s Global Manager CSIRT & CyberTech. “We can rely on Tanium to become our single point of visibility and control, to manage and secure our enterprise and to bring new levels of investment efficiencies.”



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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