# How Mad Mobile grows securely with Tanium

**Industry**
Software Development

**Size**
500+ employees

**Headquarters**
Tampa, Florida, USA

**Managed endpoints**
5,000

## Results

### Visibility
With Tanium, Mad Mobile can now identify unpatched, unprotected, and at-risk endpoint devices.

### Automation
Once Tanium identifies Mad Mobile's at-risk endpoints, it can patch and manage them with automation.

### Convergence
At Mad Mobile, Tanium is helping both the IT operations and security staff, ensuring the two groups share a single source of truth.

> "Tanium shines a light into the darkest recesses of your infrastructure."

**Steve Hindle**
CISO, Mad Mobile

The provider of payment systems for restaurants and retailers was enjoying triple-digit staff growth. But the security team faced a challenge: How to secure the fast-growing company — without becoming the 'Department of No.'

Steve Hindle, the Chief Information Security Officer (CISO) of Mad Mobile, is confronted with a challenge that most companies would welcome: rapid growth.

In the last year, the business of Mad Mobile—serving cloud-based POS solutions and payment systems to retailers and restaurants— expanded to serve more than 25,000 customer locations. To meet that demand, Mad Mobile had to increase employee headcount to more than 500 people and open offices in Argentina and Sri Lanka. "We just exploded," Hindle says.

Customers of Mad Mobile now include such well-known brands as Ralph Lauren, Urban Outfitters, Estée Lauder and MAC Cosmetics. Mad Mobile also has struck go-to-market partnerships with Amazon, Apple, Salesforce and Samsung.

All that was great for the business, but for Hindle and the security staff, the growth delivered a double challenge: One, how to handle all that growth securely. And two, how to do so without holding back the business. "My mission is to enable the organization to grow securely at scale," he says. "Security should never be the Department of No."

Hindle also had to keep Mad Mobile's senior executives and investors happy. The company, founded in 1994, is privately funded. In January 2023, it received a $20 million investment from Eastward Capital Partners, a provider of private debt financing. Each group has different priorities. "Our board wants to hear how we're minimizing the security risk," Hindle says. "My CFO is focused on how I can deliver cost savings. And all our stakeholders want to get more value."

Those challenges are intensified by Mad Mobile's mixed IT landscape. About half of its endpoint devices run Microsoft Windows, while the other half are Apple computers used by the company's developers.

Prior to his role at Mad Mobile, Hindle also faced not one, but two ransomware breaches. In that company, a large client was the original target of the attacks, and as a result the impact essentially became what Hindle calls "collateral damage" as the ransomware spread into the company's infrastructure. Even though Mad Mobile is a comparatively smaller firm, the company is also targeted by threat actors, Hindle says "attackers don't care about your scope, and they don't care about your compliance."

## 'Pays for itself'

While Hindle was looking for a solution to Mad Mobile's security challenges, one of his company's own suppliers, IT provider CDW, suggested Tanium. At first, Hindle was skeptical. He'd encountered Tanium in the past, and though he liked the products, he thought they'd be too expensive for Mad Mobile. "I have to justify every dollar I spend," he recalls telling CDW. "I don't think Tanium will be a good fit."

But Hindle's contact at CDW persisted, and Hindle eventually agreed to meet with a Tanium salesperson. When Hindle met with Tanium, he knew it could be a game changer. "The automation was there and the discovery was there," he says. "Tanium shines a light into the darkest recesses of your infrastructure."

The big question was how much Tanium would cost. To Hindle's surprise, Tanium has recently expanded its offerings for small and midsize companies (SMBs), and that included new, appropriately priced packages. "It was aggressively priced," Hindle says. "And I realized that by reducing the complexity in our tech stack all the way down, Tanium would pay for itself."

Hindle also liked the way Tanium works with Microsoft Sentinel, a scalable, cloud-native solution for security information, automation and responses. "We can snap in Sentinel to gain insights from our dark corners," he says. "With Tanium and Sentinel working side-by-side, that's going to make a big difference."

## Time for a convergence

Hindle says Mad Mobile is gaining significant benefits from Tanium's XEM (converged endpoint management) approach. That's Tanium's way of converging tools across IT operations, security and risk management with a single platform for visibility, control and remediation.

"The whole notion of XEM is brilliant," Hindle says. "It solved my asset-management problem by first identifying our assets, then securing them. Tanium not only tells you where an unidentified, unmanaged asset is, but also how vulnerable it is."

Once Hindle and his colleagues use Tanium to identify a potentially at-risk endpoint device, they can then use Tanium to patch, secure and manage it. Plus, with Tanium automation, once a device is secured, Hindle's staff can take a hands-off approach. "Tanium can deliver all of it," he says. "It's almost like a fairy tale."

Also, Tanium helped Hindle consolidate and eliminate eight other tools, reducing his group's complexity, staff-power needs and costs. He's now looking for even more opportunities to consolidate functions previously handled by other tools onto Tanium.

Tanium's XEM approach is also easing collaboration between Mad Mobile's security and operations teams. "We are now one blended and big family," Hindle says. "With Tanium, we're all singing off the same hymn sheet."

Hindle has enjoyed a personal benefit, too. His security work has been so successful, in part due to Tanium, he's been promoted to acting CIO. "Now I wear two hats," Hindle says. "The good news is, I can hold myself accountable."

"Thanks to Tanium, I've successfully consolidated eight different platforms into one for the most critical components of our complex IT stack."

**Steve Hindle**
CISO, Mad Mobile