

# RTL Belgium gets control of endpoints with Tanium



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**Didier Martin**  
Manager of office automation and IT infrastructure, RTL Belgium

As the support service provider for audiovisual media services such as TV, radio and digital, RTL Belgium has turned to Tanium to get a handle on its endpoint inventory, vulnerabilities and overall management.

## Information security is a business issue too

For RTL Belgium, information security is also a business issue. RTL Belgium acts as a support service provider for the broadcasting of French-speaking television, radio programming, digital channel and multiple websites. Much of the company's revenue comes from advertising sales, so securing the systems that support those ads is a top priority. “Even a minor incident can affect the business,” says Didier Martin, RTL Belgium's manager of office automation and IT infrastructure.

In 2021 Didier and his team realized they needed new security and management tools. Their patchmanagement solution couldn't support PCs upgraded to Windows 10 new builds. They needed a vulnerability management solution that could not only scan, but also remediate. And for client management, distribution and deployment, the team's tools were disjointed and not integrated.

Compounding the challenge, RTL Belgium was being acquired. In mid-2021, its parent company, RTL Group, announced an agreement to sell the Belgian unit to local media companies DPG Media and Groupe Rossel. The acquisition was officially completed in the spring of 2022. Becoming part of two other companies will almost certainly complicate their cybersecurity strategy. “The integration will raise technical and security challenges,” Martin says.

## Results

- Better patching of servers and clients
- Automated update of Windows 10 build

There's a lot at stake. Each week, RTL's three TV channels are watched by some 3.2 million viewers. Its two radio stations attract nearly 1.7 million listeners. And its digital platforms reach nearly 1.7 million viewers. Those are big numbers in a country with fewer than 5 million French speakers.

## Nick of time

In a case of good timing, just as the RTL team was looking for alternative tools, Didier heard from a former account manager who now worked at Tanium. Didier liked what he heard and arranged for a demo. In late 2021, the Tanium team created a proof-of-concept (PoC) for patching and asset inventory. This PoC was then applied to RTL's small test group of approximately 40 client devices and 10 servers over roughly three months.

"We wanted to make sure Tanium was what we needed," Didier recounts. "In fact, we found that Tanium is even more powerful than we expected."

One tricky aspect was modifying Tanium to handle patching in waves, rather than all at once. The idea is to patch the lowest-risk servers first, ensuring there is no disruption, before moving on to the servers with mid-level and then high-level risks of disruption. As Nelson Duzel, RTL's IT systems security administrator, explains, the solution, developed with Tanium's help, uses custom tags. "For me," he adds, "Tanium is a good product."

During the PoC, the RTL team liked what they saw — "Every point was good," Didier says — and the company signed a three-year contract with Tanium. That covers a mix of roughly 700 PCs and 500 servers, all physically located in Belgium.

## Early results

While RTL Belgium's rollout of Tanium is still new enough that some functions have not yet been implemented, the company is already enjoying some significant benefits. For example, on servers, Tanium's ability to detect the need for patching has helped keep those servers up-to-date and secure.

With its client PCs, RTL Belgium is using Tanium to fix troublesome bugs on an external audio card. The challenge was discovering which PCs had the buggy card installed. To answer, Tanium ran an inventory that created a list of all affected systems. The team could then alert the PCs' owners to fix the bug.

RTL also uses Tanium to detect when older PCs are running out of capacity on their internal storage drives. Tanium can check the capacity of each client device's storage drive, then make a list of those machines with drives that are nearly full. This list is then delivered to RTL's help desk, which either helps users delete data they no longer need or perform a cleaning of the system.

Looking ahead, manager Didier says his team has planned three Tanium extensions. One will use Tanium's compliance function for vulnerability management. A second will identify older PCs in need of upgrading to the latest build of Windows 10, a move required for the latest security patches. And a third will create a plan whereby every server gets patched on a three-month cycle.