

SAP transforms endpoint security with Tanium

Following multiple M&As, SAP improved efficiency, reduced patching time, and enhanced security visibility by consolidating tools and automating endpoint security.



ORGANIZATION

SAP SE

LOCATION

Walldorf, Germany

NUMBER OF ENDPOINTS

100,000



A history of growth brings IT complexity

After acquiring three cloud-based software companies, SAP faced a major security challenge: managing thousands of new endpoints across siloed business units.

Strategic acquisitions have been a cornerstone of SAP's growth. Over its 52 years of operation, SAP has acquired more than 50 software companies. Among SAP's recent acquisitions are three cloud-based spend management service providers: Ariba, Concur, and Fieldglass. While this growth strengthened SAP's portfolio, it also created a security challenge: managing thousands of endpoints across multiple legacy systems.

Initially, SAP ran these companies separately, each with its own security tools and processes. But in 2018, SAP consolidated them into a single entity: Intelligent Spend Management (ISM). From a business perspective, this made sense. From a security standpoint, however, it created fragmentation that made vulnerability management nearly impossible.

Each company had different security workflows, making it difficult to maintain SAP's strict SLAs:

- Medium vulnerabilities had to be resolved within 90 days
- High-risk vulnerabilities within 30 days
- Critical vulnerabilities in no more than seven days

Unifying the security platform

To maintain compliance and streamline security operations, ISM needed a single platform that could:

- Deliver real-time visibility
- Automate patching
- Unify security processes across all business units

But with tens of thousands of endpoints worldwide, how could the security teams of Ariba, Concur, and Fieldglass comply?

"The only way," explained Sapper, "was to consolidate into a single team using a single technology platform."

"Combining these three lines of business made it challenging to meet our SLAs"

Darren Sapper

Sr. Director, Platform Security, Intelligent Spend Management
SAP





Scaling endpoint management with Tanium Automate

To address its growing security challenges, SAP needed a single, unified platform that could provide real-time visibility and automation across its newly consolidated business unit, the ISM.

SAP first discovered Tanium through one of its acquired companies, which had already been using the platform successfully. After a technical review, the ISM team decided to expand Tanium's role, making it its sole endpoint management solution.

"With Tanium," said Adam Levinson, VP of managed cloud services at SAP ISM. "We have a single pane of glass, one skill set, and one tool to manage—where before we had many."

"[Tanium] Automate is the secret sauce that holds together all of Tanium's capabilities. It's a really powerful tool."

Darren Sapper

Sr. Director, Platform Security,
Intelligent Spend Management
SAP

Automating security for greater efficiency

The centerpiece of ISM's partnership is Tanium Automate, which transforms IT security operations by automating repetitive and complex security tasks.

With Tanium Automate, the team can:

- Create custom multi-step playbooks that orchestrate security workflows with little to no code
- Roll out updates and patches seamlessly, reducing the risk of manual errors
- Ensure IT and security teams stay informed, improving response time and compliance

"Automate is the secret sauce that holds together all of Tanium's capabilities," said Sapper. "It's a really powerful tool."

Before Tanium, the ISM endpoint management team relied on manual, multi-step workflows that were time-consuming and prone to human error. This was inefficient and increased risk.

With Tanium Automate, the team can now:

- Consolidate up to 20 deployment steps into a single automated process, reducing operational complexity
- Reduce the risk of manual errors by orchestrating security workflows in a controlled and predictable manner
- Accelerate patching cycles—patching a data center once took an entire week and now takes just a few hours

"When you're stringing together 10 or 20 steps, human error is always a possibility," Sapper explained. "Tanium Automate takes away that possibility."

"With [Tanium] Automate, we're able to patch a data center—which would normally take about a week—in just a few hours."

Adam Levinson

VP, Managed Cloud Services, Intelligent Spend Management, SAP

Beyond automation, speed was a game-changer

Previously, ISM's tools could push patches, but they couldn't confirm whether vulnerabilities were fully resolved or if issues existed across multiple locations. Now, Tanium provides real-time insight, allowing the team to identify and remediate vulnerabilities across its global network in minutes instead of days.

Similarly, prior to using Tanium, ISM employed a collection of tools to push patches and other endpoint fixes. However, once a vulnerability was identified, those tools couldn't tell the team whether the issue was widespread or a one-off.

A single pane of glass for security management

Previously, ISM managed endpoints using several point solutions, creating complexity and inefficiencies across teams. By consolidating into Tanium, the team has a single platform for real-time security and operations.

With one skill set, one tool, and a single pane of glass, the ISM team has significantly improved visibility, control, and response times across its entire environment.



Results

Quicker patching

- Decreased time to patch a data center by 98%
- Reduced data center patching time from a full week to just a few hours, significantly improving operational efficiency

Faster identification of vulnerabilities

- ISM's previous tools detected vulnerabilities but couldn't determine whether those issues were widespread
- Tanium Automate changed that, enabling real-time vulnerability detection across multiple locations
- The team identified and resolved a configuration file issue across 95 locations in just two minutes—a process that previously would have taken hours or even days

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Darren Sapper

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