TANIUM™

Colgate-Palmolive uses Tanium to protect and manage endpoints using real-time data

To defend against a variety of attacks and protect its many endpoints, Colgate-Palmolive uses Tanium Core and Asset Discovery & Inventory.

ORGANIZATION

Colgate-Palmolive

LOCATION

New York

Colgate-Palmolive is a multinational consumer products company that specializes in producing and distributing household, healthcare, personal care, and veterinary products. The company's diverse portfolio of brands includes Colgate, Palmolive, Irish Spring, Ajax, and many others. While based in New York, about two-thirds of its sales come from outside the United States, with products sold in more than 200 countries and territories. The company also manages tens of thousands of assets globally across distribution centers, warehouses, manufacturing plants, and office buildings.

This global footprint adds operational complexity through broad supply chains, and a rapidly expanding attack surface, both of which face an abundance of threats.

"We're always protecting the company against any sort of malicious actor," says Chris Troiano, director for global security operations at Colgate-Palmolive. "But what really keeps me up at night are the things that I'm not aware of. I think one of the biggest fears of a security professional is not being aware of a situation, not understanding the full context of an asset, [and] not being able to fully contextualize what a particular threat might be."

The security team realized Colgate-Palmolive needed to leverage real-time data to gain deeper visibility into all its assets and to quickly respond to any incidents.

Chris Troiano knows that securing his IT environment begins with visibility. "In an ever-changing environment, having real-time data is paramount. If you're looking at information that's from a day or two old, you may be going off the wrong information," he says.

In 2018 Troiano needed a solution to Colgate's endpoint visibility shortcomings. "At the time we were tasked with the challenge of getting real-time information from all of our endpoints," he says.

Having had previous experience with Tanium, his team conducted a proof-of-concept (PoC) trial to test Tanium's capabilities that involved retrieving endpoint information in real time. "For us then," Troiano recounts, "that was certainly quite a challenge."

The PoC was successful, and the Colgate team was sold on Tanium. "As we started to look at Tanium, we realized the power that was there," Troiano says. "Further back in my career, we didn't have visibility across all the different business units like we do today. And now Tanium is a big part of that.

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> **Chris Troiano**
> Director, Global Security Operations
> Colgate-Palmolive
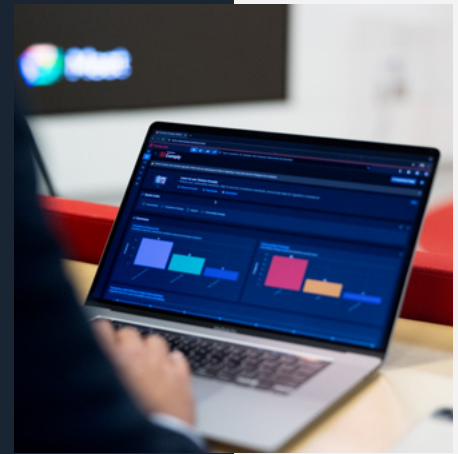
Visibility was just the beginning

After Colgate adopted Tanium as its endpoint visibility tool, Troiano and his team quickly championed Tanium to other global IT teams, suspecting that Tanium could also be used for other tasks. "As time went on, we showcased the capabilities of the tool with all the different global IT teams to help them understand what value-add Tanium could bring to their group," Troiano says.

Colgate-Palmolive's security team began sharing with different business units how Tanium improved patching, software deployment, asset management, and other areas. "We saw Tanium as a huge opportunity for us to make drastic improvements very quickly," says Troiano. Seeing what the solution can do and how it's grown in use "has definitely filled me with a sense of pride," he says.

Colgate created a team of Tanium "super users" across its various IT groups. These people, regular members of the IT staff, support new Tanium modules as they're introduced.

"As we increase our usage of and relationship with Tanium, every day we're learning more and more what else we can do," Troiano says. "And it's only getting better."

Colgate-Palmolive has significantly enhanced its security posture and confidence.

Beyond the numbers

Troiano's success is backed up by metrics showing improvements in compliance, patching strategy, remediation of vulnerabilities, and uptime, he says. But for company leaders, success goes beyond just the numbers. They see teams working together cohesively, delivering on their mission, minimizing downtime, increasing the speed of detection and response to any sort of event, and ensuring visibility across different business units in the company. Tanium is a big part of achieving all that, Troiano says.

Greater collaboration

"One of the big advantages of Tanium has been that it has allowed the security operations team as well as our IT operations team to come together and better collaborate," Troiano says. "It allows us to use a single unified pane of glass where, interchangeably, we can hop in and out and get the same information at the same time and work together towards the common goal."

Improved response

Security operations has seen a reduced mean time to respond to incidents thanks to real-time data. "Any time you can quickly respond to an incident reduces the amount of time that it has to laterally move and continue to spread within your environment," Troiano says. "Our rapidness with response and our ability to provide deeper visibility have been the biggest successes for us."

On the horizon: Expanding automation and an ongoing focus on collaboration

Colgate-Palmolive expects to leverage the automation capabilities Tanium provides. "If somebody on my team is doing something manually today, we are actively working with our security engineering group to find a way to automate that," Troiano says. "We're looking for ways to automate our software deployments, our patching, our compliance enforcement for our endpoints, our application control. There's a lot of different areas where we can take manual processes today and use Tanium and our other tools to automate."

To support Troiano's automation efforts – and those of other organizations – Tanium is developing Autonomous Endpoint Management solutions with control, governance, and oversight capabilities built into the foundation, so users like Troiano are always in control. "Automation won't take away the core knowledge and concepts people provide," says Troiano. "In order to automate a process, you have to truly understand every aspect of that process," he says. "You have to have a deep, intimate knowledge of what this process or action is as well as the platform in which you're automating and integrating with."

Collaboration is a vital part of bolstering security. "The cybersecurity team has to align with many different business units within our organization, whether that be through the IT team or through the different business units" as well as external partners, Troiano says. "That's just the culture here at Colgate. We are always looking to see where we can get input and value-add from other points of view, from other teams within the organization."
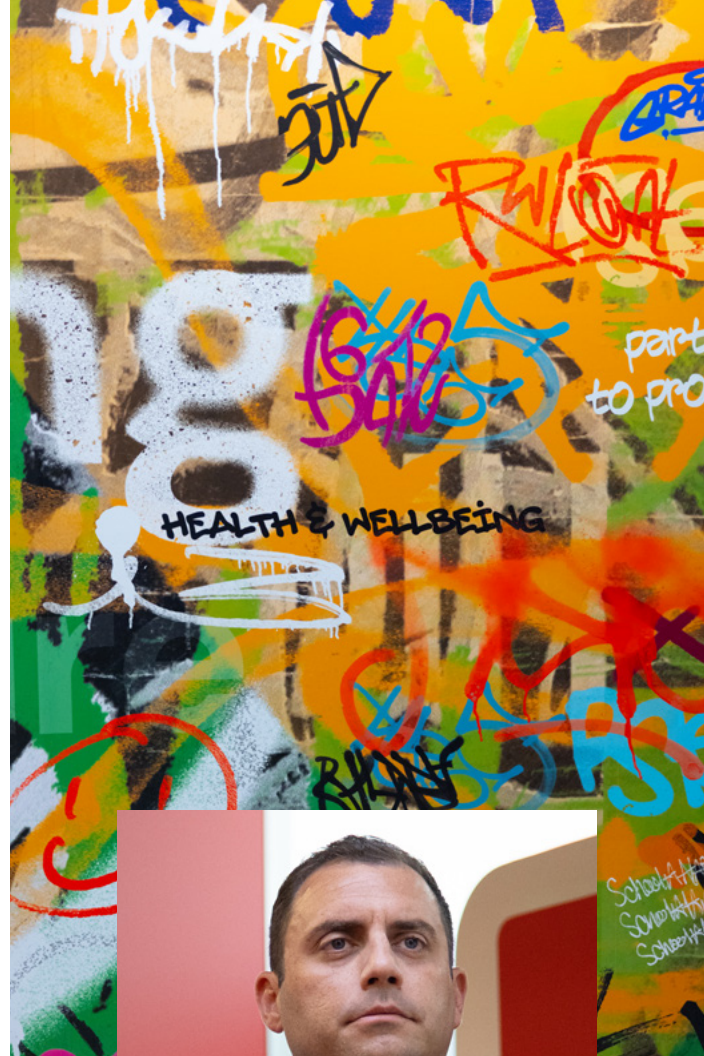
One of the keys to success for Colgate-Palmolive's security strategy is its relationship and close alignment with Tanium. "You always want to have a positive working relationship with all of your vendors," Troiano says. "It just makes life a lot more pleasant when you know you have a positive working relationship. We're all here to do a job, and it's good to work with other professionals in such a pleasant way."

"If you're responding to an incident right then and there in the moment, you need to have an answer within that moment, not in a minute, in 10 minutes, in an hour a day. In the past, that is how long you had to wait to start to go out to all the different systems to bring everything together and then take the time to marry up all the data. You lose tons of time and, when you're dealing with an incident response situation, time is money."

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