TANIUM.

IT is Not a Cost Center
Strategies for the Retail Industry to Reduce Costs

IT is Not a Cost Center: Strategies for the Retail Industry to Reduce Costs

Retail IT teams have had a lot to deal with over the past few years. There has been a shift to remote working and growth in online transactions. The number of endpoints and data on retailers' networks, as well as the threats, have grown substantially. Ransomware has grown in profile and impact, and poses one of the most significant threats to retail organisations.

Our latest report recorded a 33 per cent increase in ransomware cybercrime reports for the UKI retail industry in the 2020–21 financial year. It is easy to see why the retail sector continues to be a target for financially motivated criminals. Social tactics included Pretexting (commonly resulting in fraudulent money transfers) and Phishing, which Verizon reported as the most prevalent in their 2020 report. Verizon Report 2020.

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> # Tanium paid for itself in six months
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Mitch Teichman, senior manager of client engineering, VITAS

5 Cost Optimisation Strategies

Start with Visibility

Teams need to find the technology tools they own and understand how the organisation uses those tools.

Consolidate and Eliminate

80% of IT organisations plan to pursue a vendor consolidation strategy in the next three years.

Streamline and Centralise

A simpler, centralised environment is more accessible and costs less to manage.

Automate

When digital services are in place using a common platform, leaders understand the trends and the ability to identify new opportunities to improve workflows and reduce costs.

Strengthen Security

Lack of network visibility creates unknown vulnerabilities and makes risk assessments more difficult for IT teams.

To make matters worse, many IT teams are unsure how many endpoints exist in their environment. This lack of visibility causes difficulties for teams to manage, maintain an inventory of, and distribute software and patches. It often leads to software version sprawl and vulnerabilities that could cause data breaches or business-disrupting outages.

In a rush to deal with these issues, the IT security and operation teams purchased new products to solve each additional problem. This frustrated leaders as applications didn't share data causing silos. This approach resulted in redundancy, duplication, and complexity, leading to overspending.

As IT security and operations teams functioned independently, they often interfered with each other's activities. Goals, tools, and processes were misaligned, and point solutions were expensive and intrusive. Some tools even disrupted endpoints during use and hindered business units from efficiently performing their core functions.

In addition, as retail IT organisations grapple with increased demands with fewer people, they need to automate and optimise processes. Still, they weren't able to achieve this with their siloed tools.

Top 5 Cost Optimisation Strategies

There are various ways organisations can choose to achieve significant cost savings and drive business value. Ultimately, IT leaders need to find a balanced approach that is not disruptive, simplifies their IT ecosystem, and strengthens their security. This approach is the nirvana that all boards want to see.

Start with Visibility

Too often, an organisation will purchase a new product to solve each new problem. This approach results in redundancy, waste, and a complex environment. Leaders end up with incomplete visibility into their overall environment, which leads to overspending.

Teams need complete visibility across their environment. They need to find the technology tools they own and understand how the organisation uses those tools.

Consolidate and Eliminate

An organisation can actively save significant dollars by consolidating and eliminating between 10 to 20 tools they no longer need. This audit will save on license upgrades, maintenance and support costs. It is no wonder that Gartner found that 80% of IT organisations plan to pursue a vendor consolidation strategy in the next three years. Source: 2020 Gartner Security & IAM Solution Adoption Trends Survey.

Streamline and Centralise

As retail IT leaders consider their path forward (given budget pressures and new demands), many will restructure to survive. A simpler, centralised environment is more accessible and costs less to manage. IT operation and security teams can share data and tools with a centralised ecosystem and common platform and toolset, IT operation and security teams can share data and tools. Teams will find and fix vulnerabilities faster and provide accurate real-time reporting to the board.

Automate

As retail organisations grapple with increased demands with fewer people, teams will need to automate and optimise. Automation will mean creating digital workflows that streamline and simplify routine tasks. For example, offering the capability to restart, repair or re-install other tools for a distributed workforce without a ticket or operator assistance. IT teams can then focus attention on priority projects. When digital services are in place using a common platform, leaders understand the trends and the ability to identify new opportunities to improve workflows and reduce costs.

Strengthen Security

Since the pandemic, retailers have had larger distributed workforces, bringing increased cyber risk: more endpoints, more potential points of failure. In a traditional, decentralised environment, leaders typically have limited visibility of their endpoints and (usually) data overload from a daunting amount of security alerts.

Operations and security teams need a platform to break down the data and information silos and help ensure both teams use consistent and accurate data across the board.

Leaders need the ability to identify and address the most pressing threats. Lack of network visibility creates unknown vulnerabilities and makes risk assessments more difficult for IT teams, increasing the likelihood of a breach. Risk scores are living, breathing things, and especially in the new distributed workforce environment, must be based on real-time data to protect the organisation's environment and overall vulnerability.

Getting from Here to There

Tanium can help CIOs and their teams achieve short-term, quick wins while achieving longer-term cost optimisation objectives across different IT operations and security use cases. With Tanium, IT organisations can reclaim under-utilised assets, consolidate to a platform and reduce IT support costs, which allows them to save money, save time and minimise disruption.

Tanium provides retail organisations with the ability to gain endpoint visibility needed to drive IT cost efficiencies, consolidate operations and IT security and improve business value. The platform provides instant and actionable data about the endpoints on their network - whether it connects remotely or in cloud infrastructure. It provides real-time visibility, context, and the ability to take action to manage better and more secure environments.

In a 2020 Forrester research study, the financial analysis found that using Tanium, an organisation experiences benefits of $5.3 million over three years versus costs of $1.4 million, adding up to a net present value (NPV) of $3.9 million an ROI of 277%.

Tanium Can Help

Tanium provides extensive, accurate data in real-time, unlike older tools and narrow point solutions. As a result, retailers can gain visibility to reclaim under-utilised assets , help find and control hardware and software assets, and quickly create a comprehensive inventory to monitor and optimise software needs, which can ultimately help reduce unnecessary spending.

The insights Tanium provided to Matt Reid, and his operations team at Elsevier have uncovered a variety of opportunities for enhancing the performance of their cloud operations. They highlighted and removed under-utilised stored data to save costs, as well as software assets nearing the end of life that were phased out.

Luxury Group slashed the time it took them to find all their endpoints. "We needed agility, the ability to search and have visibility into all endpoints in real-time. With our current toolset, it took weeks to complete searches; with Tanium, it takes minutes and seconds." Global Manager CSIRT & CyberTech at Luxury Group.

Consolidate and Save with a Modern Platform

Help eliminate old technology and reduce unnecessary point tools and the infrastructure required to support them. IT leaders can unify endpoint management and security onto a single console and offer budget offices and other key stakeholders accurate and actionable data to help maximise efficiency, minimise risk, and take control.

Barclays improved line-of-business confidence across their 300,000 globally distributed endpoints and reduced costs using the Tanium Platform.

Automation

Security and IT operation teams are understaffed, overworked, and leaving their jobs faster than ever before. Automation can help ease their pain and optimise costs. For security professionals willing to stay, help is on the way. A growing number of security-automation tools designed to handle repetitive low-level tasks can eliminate much of the tedium required of most cybersecurity jobs, as well as an increasing number of higher-level functions. Keeping your skilled and highly sought-after team in their careers and happy reduces hiring and re-training costs and your organisation will become desirable to work within.

A July 2020 study by IBM and Ponemon found that automation tools are critical in lowering the cost of data breaches. Deploying software that automates the identification and mitigation of threats saves organisations an average of nearly $3.6 million per breach (against an average total cost per breach of just over $6 million) and reduces resolution windows by roughly 25% (from an average of 308 days to 234).

Tanium's global retail customer Whirlpool Corporation saw enormous benefits after automating with Tanium. Greg Fisbeck, Senior Manager of Cyber Security Operations, said, "Tanium allows me to automatically remediate a machine. Before Tanium, we were always behind the curve with virus definitions. We were always playing catch-up. It wasn't unusual for 5–10 percent of our devices to be out of compliance with our policy. Once we deployed Tanium, our average went down to less than one percent almost overnight." Whirlpool Corporation.

Another global retail organisation, Luxury Group, also reduced costs through automation using the Tanium platform. They significantly reduced both downtime and hard costs.

For more information read: Cybersecurity Needs Greater Automation.

Reduce Support Costs and Redeploy Resources

When you deliver proactive monitoring and resolution of end-user performance issues, you will lessen the burden on IT support resources and observe an increase in workplace productivity amongst IT teams. IT teams will experience an enhancement in decision-making within critical software change initiatives, the enablement of intelligent management of hardware lifecycles using historical data, a reduction in mean-time-to-repair, and a reduction in the number of support tickets.

AutoNation deployed a large-scale update of Microsoft BitLocker across its environment in 30 days. Leveraging the extensible capabilities of the Tanium Platform, AutoNation completed the deployment on schedule without additional staff requirements. This success saved AutoNation tens of thousands of dollars (just for this effort alone) and showed the potential of Tanium's unique capabilities.

"Tanium paid for itself in six months," Mitch Teichman, senior manager of client engineering, VITAS.

Conclusion

Ultimately, with Tanium, IT leaders can achieve significant cost savings and drive long-term efficiency and optimisation by eliminating outdated technology and processes. By implementing Tanium, operations and security processes, as well as tools, can become centralised and consolidated.

At the core of these strategies is visibility. Gaining complete visibility across their environment allows IT leaders to have control. By getting the basics right, they can modernise and streamline their ecosystem. IT and financial decision-makers will then have all they need to help to optimise their costs, all while reducing disruption.

See Tanium in action

Let us show you how Tanium's Converged Endpoint Management (XEM) platform gives complete visibility, control and trust in IT decision-making.

REQUEST A DEMO

Test drive Tanium

Register for a two-week free trial to test drive Tanium in your environment.

TRY TANIUM

Know your IT risk posture

Request a five-day, no-cost risk assessment to get a comprehensive view of risk posture across your organisation.

GET RISK ASSESSTMENT