Easily implemented consistent security across environments in less than a week
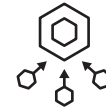
Enabled frictionless collaboration between security and IT teams

Reduced complexity and saved CPU memory through security consolidation

World Wide Technology Increases Visibility Through Unified Security

As a major technology solutions provider to organizations around the globe, World Wide Technology (WWT) has been able to operationalize consistent security across their environment while enabling a frictionless cross-team experience with VMware Carbon Black Cloud™ and VMware Carbon Black Cloud Workload™. The solutions have allowed for increased visibility and shared data between security and operations teams.

Consolidation for a single source of truth

WWT needed to consolidate their security agents to minimize operational overhead. Previously, they were using Cylance Protect for endpoint protection needs, and Tanium Threat Response for endpoint detection and response. The two agents spanned workstations, virtual desktop infrastructures (VDIs), and servers, and were taking up too much CPU memory utilization. WWT wanted to decrease compute resource utilization and simplify processes.

In addition to overconsumption of compute resources, WWT's incident response workflows were overcomplicated because their computer security incident response team relied on two separate panes of glass: Cylance for pre-breach information and Tanium for post-breach.

World Wide Technology

World Wide Technology is a major technology solutions provider to organizations across the globe, including 70 of the Fortune 100. They provide a holistic experience for customers, helping drive secure business outcomes.

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"From a pure protection side, Cylance only cared about executables on disc," said Principal Security Advisor Matt Berry. "Anything outside of that specific use case, we had to use other tools for blocking and monitoring." It was time the team found a unified solution that provided a frictionless experience.

Like many security leaders, Berry always prefers using the best tools. "Consolidation was a massive concern for us, and we noticed this for our customers," explains Berry. The average number of agents that can be installed on an endpoint for security can be around 15–20 different types. Each of those agents could have a broad range of performance issues. Frustrations with nonfunctioning systems were a regular point of feedback from WWT employees, as Tanium indexers were pegging their CPU at 100 percent. Being able to consolidate would ultimately improve end-user experience.

Making an investment in security

Over the years, WWT has developed a strong relationship with VMware, both as a customer and a trusted partner. The WWT team fully supports and trusts VMware's approach to provide security intrinsically through various control points that already exist in customer environments. WWT was confident that the VMware Carbon Black Cloud solution would be the best solution to invest in.

VMware Carbon Black Cloud was put through rigorous rounds of testing through WWT's Advanced Technology Center (ATC). The ATC is a dedicated space for customer proofs of concept (POCs) and product evaluations, a sandbox for anyone to test potential technology solutions. Its testing and automation infrastructure allowed the WWT team to explore and validate everything the solution had to offer. The team worked with VMware sales specialists on various workshops, walking through the features, from threat hunting to live response capabilities. VMware Carbon Black Cloud consolidates multiple endpoint security capabilities using one endpoint agent and console, minimizing downtime responding to incidents. All in all, WWT saw it as a very intuitive tool to use and the right step toward consolidating their security stack.

Increased visibility for better protection and performance

After confirming that VMware Carbon Black Cloud was the best option for WWT, the security team pivoted to rip and replace their existing Cylance and Tanium instances. In just 45 days with assistance from the VMware Professional Services group, they replaced more than 8,000 endpoints with VMware Carbon Black Cloud. The team experienced visibility right out of the box.

"What our responders noticed as soon as it was deployed was an excellent amount of visibility. A very notable improvement," says Berry. In the past, with Cylance and Tanium, the visibility was poor and required teams to go through a lengthy process of tuning. Issues with day-to-day performance was something WWT wanted to address, and by consolidating with VMware Carbon Black Cloud, "we've been able to clear up a lot of those end-user experience issues," says Berry.

"The interface of VMware Carbon Black Cloud Workload allows security and operations teams to look at the same information without forcing them to use the same pane of glass and potentially lose functionality. Now we have shared data that we can start working together as a team to resolve challenges."

MATT BERRY
PRINCIPAL SECURITY ADVISOR, GLOBAL ACCOUNTS, WORLD WIDE TECHNOLOGY

Securing modern workloads

WWT originally tested and purchased VMware Carbon Black Cloud, but as they started to learn more about VMware's security capabilities, their interests piqued at potential integrations with the broader portfolio. Just 5 months after their initial purchase, WWT was invited to be among the first to take part in the VMware Carbon Black Cloud Workload beta program. Being a valued customer and partner of VMware, WWT provided the dual perspective necessary to enrich the beta program.

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"[VMware Carbon Black] Cloud Workload is something I've been waiting on for a long time," says Berry. "When I heard [it] was coming out as an overhaul with new capabilities, I was excited." VMware Carbon Black Cloud Workload delivers advanced protection ideal for securing modern workloads to reduce the attack surface and strengthen security posture. Through integration with VMware vSphere, security is enabled with a click from VMware vCenter Server, providing the agentless and frictionless experience that WWT seeks in a unified security solution.

During the 4-week beta program, WWT was able to get the solution stood up in less than a week and deploy it to more than 20 virtual machines. Like their customers, WWT has a tremendous volume of workloads in their data centers, but they cannot always rely on having an agent installed on every single virtual machine.

Berry notes that "from a security perspective, visibility is king." As many organizations come to realize, "If we don't have visibility of what is going on in our network, that is a massive gap for our security professionals." VMware Carbon Black Cloud Workload will alleviate management overhead and consolidate the collection of telemetry data.

Through participation in the beta, Berry has noticed how "the interface of VMware Carbon Black Cloud Workload allows security and operations teams to look at the same information without forcing them to use the same pane of glass and potentially lose functionality. Now we have shared data that we can start working together as a team to resolve challenges." By empowering each team with a shared source of truth using the console they are familiar with, both security and IT teams can target high-risk vulnerabilities and remediate misconfigurations in near real time.

Looking ahead

Due to WWT's existing VMware relationship and partnership, there is a high level of trust in the intrinsic security approach. Working with VMware grants WWT ease of protection—easy to protect their organization and provide the best experience for their customers. "We're really excited about the new capabilities being released around workloads and future containerization," says Berry. "We're excited to be on the VMware Carbon Black train!" WWT aims to create a mix of best-of-breed tech solutions with engineering and advisory services. By teaming up and exploring more on the functionalities of VMware Carbon Black Cloud, WWT can evolve to create more holistic experiences for their customers.

WWT achieves unified security vision, increasing overall visibility through the cloud with **#VMware** Carbon Black