Protecting the Pharmaceutical Industry

Customer challenges

One of the world's largest pharmaceutical companies, with annual revenue of nearly $100B, faced unique challenges.

o   Protecting a multitude of products, each with a finite shelf life.

o   Safeguarding a diverse intellectual property portfolio, at various stages of clinical trials, with years of R&D and millions of dollars invested in each.

o   Being the target of persistent, advanced, never-before-seen attacks by competitors and nation states. Differing pharma regulations worldwide means international competitors can more quickly put this US company's product to market while it was still in the clinical trial phase in the US.

The situation before

Lack of visibility

- o Organization was at a greater risk for an attack due to poor visibility of malicious IT activities

Time-consuming investigation

- o Incident triage required full business days
- o Investigation required weeks

Inability to respond

- o 3 security FTEs dedicated to re-imaging 1,500 machines/day
- o Massive end-user disruption and loss of business productivity

The Cybereason solution

o Cybereason delivers enterprise-level detection and response across the full attack lifecycle

o The Cybereason Active Monitoring service enables security teams to focus on critical matters

o Cybereason offers flexible deployment options to to quickly provide insight
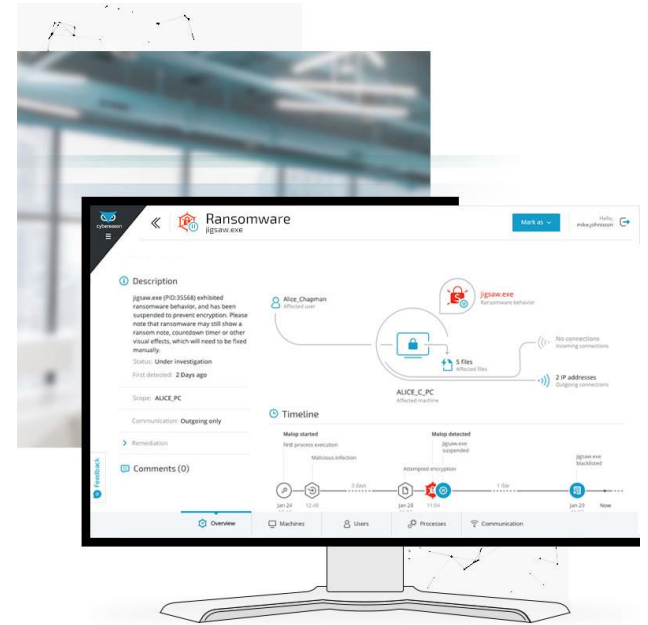
The situation after

Broad visibility

- o Gained visibility and correlation of data across 500,000+ endpoints
- o Improved detection: Ability to identify previously unseen attacks

Streamlined investigation

- o Saved time: Investigations reduced from >30 days to a few hours
- o Improved efficiency: Increased fully understood incidents from 35% to 90%

Full context of events

- o Improved productivity: 90% decrease in the number of machines re-imaged/day
- o Enabled SOC: 3 security FTEs freed up for higher-level work

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Why Cybereason

Proven to have
superior detection
over Crowdstrike

Deemed more
user-friendly
than CarbonBlack

Offers
flexibility
cloud-based or on-prem

The customer decision process

o Customer was aware that they were currently the target of persistent advanced attacks.

o Procurement team and C-level executives approved budget.

o Came down to the SOC to decide between solutions. SOC team impressed by the Cybereason technology and narrowed down the playing field to two products.

o Head-to-head with a competitor, Cybereason won because of our deep understanding of and responsiveness to the customer's pain points.

"The savings in time and the savings on re-imaging transformed the way our SOC operates."

-Manager of one of the pharmaceutical company's regional SOCs

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Total Endpoint Protection: #1 in EDR & Next-Gen AV