

# PAIN MANUFACTURER IMPROVES SECURITY POSTURE WITH HOLISTIC THREAT DETECTION AND RAPID RESPONSE

Global manufacturing organization deploys Secureworks® Taegis™ ManagedXDR to drive better outcomes through increased visibility and automated response actions.



**Name:** Jotun  
**Industry:** Manufacturing  
**Country:** Norway  
**Employees:** 10,000+

## CHALLENGES:

- Distributed workforce and systems located across the globe
- Incident response with disparate security systems, lacking visibility across IT infrastructure
- Difficulty filling gaps in security approach and resources

## SOLUTION:

**Jotun selected Secureworks Taegis ManagedXDR to:**

- Extend visibility across diverse and distributed environment
- Gain speed in responding to security alerts
- Supplement security team with trusted security partner

## BENEFITS:

- Visibility across entire environment
- Threat detection, investigation, and response
- Improve incident readiness with proactive threat hunting
- Ease of deployment and using Taegis platform



## CHALLENGE

Jotun knew they needed to develop a strong security strategy and had started a security transformation program. Hoong Jon Lee, Jotun's Group IT Security Program Manager, was tasked to lead the search for a security partner with the right solution and process. His goal: keep the global paints and coatings manufacturer safe from increasingly sophisticated threat actors. But he knew that would be a tall task for a company with operations in more than 100 countries and 40+ manufacturing facilities.

Jotun's focus on security ratcheted up when another organization in its industry suffered a large cyberattack. The company in question was similar to Jotun and was also based in Norway – making the “close call” just a little too close to home for Lee and his co-workers. Lee had previously started navigating Jotun toward a more structured security approach, using the ISMS framework based on ISO 27001.

“There were numerous elements to look at in operations security,” Lee said. “There are so many units to manage, and they are distributed all over the world. It is quite a task to have good visibility across such an environment 24x7.”

## CASE STUDY

### SOLUTION

Secureworks Taegis ManagedXDR delivers Jotun the 24x7 holistic visibility it needs across the company's dispersed operations, along with direct access to security operations experts. Taegis ManagedXDR is based on the Taegis cloud-native security platform, which continuously gathers and interprets telemetry from proprietary and third-party sources throughout Jotun's environment, including endpoints, networks, cloud, and identity. Secureworks studies, learns, and analyses adversaries' tactics and techniques by investigating and responding to real-world security incidents, ensuring customers like Jotun remain protected from the latest cyberthreats.

Lee employed an exhaustive decision-making process that included reviewing analyst reports on the cybersecurity market, soliciting requests for information from numerous potential vendors, then short-listing the most notable for more extensive discussions and proof of concepts. He and his team were intrigued when Secureworks explained how Taegis ManagedXDR could meet Jotun's needs. "We liked the Taegis value proposition: very extensive visibility and integration throughout our environment, with the fastest return on investment," Lee said. "Secureworks Taegis is a perfect match for our IT environment and business operations. Since we have very diverse endpoints and servers in locations around the world, we need that flexibility to address indicators of malicious activity across a variety of telemetry sources and all

time zones. The conventional approach of ingestion of data into a database like a SIEM would not have given us the type of speed and fidelity in detecting and responding to threats that we need."

### BENEFITS

Jotun has accelerated its security strategy transformation with Taegis ManagedXDR. Lee said the onboarding process was smooth and using the Taegis platform was easy. When customers log into Taegis, they see the same software platform that is used by Secureworks' security analysts. "A good experience was the speed of deployment," Lee said. "We were impressed because of the approach and model Secureworks uses, the cloud offering of the Taegis platform, and the API integration into our Azure and Microsoft environments. Sitting down in a session, we got everything up and running in an afternoon. It was simple. Lightning speed."

Every Taegis ManagedXDR customer receives monthly proactive threat hunting across their environment, and Jotun has been impressed with the value and the expertise of Secureworks threat hunters. "We see they are carried out diligently," Lee said. "It's one of those behind-the-scenes values we can attribute as a good answer when we speak to the management team, and they ask how do you know for sure a threat isn't lingering? We can report back on the findings of our monthly threat hunt as an extra check to what we are already monitoring. That is value add."

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—Hoong Jon Lee, Group IT Security Program Manager

## CASE STUDY

Just as important to Lee as the technology aspect of Taegis ManagedXDR is the value provided by the people who interact with Jotun. This goes beyond the always-available security experts in Secureworks Security Operations Center, to include the Customer Success Manager and Threat Engagement Manager who are assigned to every Taegis ManagedXDR customer. “We have very consistent touchpoints with our Customer Success Manager,” Lee said. “They follow through on things diligently. We meet with our Threat Engagement Manager, and they bring up good points that matter. We see the value of a company like Secureworks that has that consistency and professionalism. That matters. The comprehensive approach to search for the right company paid off for us.”

### About Secureworks

Secureworks® (NASDAQ: SCWX) is a global cybersecurity leader that protects customer progress with Secureworks® Taegis™, a cloud-native security analytics platform built on 20+ years of real-world threat intelligence and research, improving customers' ability to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.



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