

Pharmaceutical Company Gets Visibility to Shadow IT with McAfee MVISION Cloud



Perrigo

Customer Profile

Perrigo is a leading global healthcare company with headquarters in Ireland. The company focuses on providing store-branded over-the-counter healthcare products throughout Europe and the US.

Industry

Pharmaceutical manufacturing

Perrigo is a Top 5 global pharmaceutical company, serving North America, Europe, Australia, Israel, and China. With the help of McAfee® MVISION Cloud, Perrigo gained visibility and control over Shadow IT to reduce the risk of data loss while enabling cloud services for employees.

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CASE STUDY

As a global organization with more than 8,500 employees, it is imperative that IT has a handle on the flow of information both into and out of the company. With increasing utilization of cloud services, gaining a thorough understanding of cloud usage is critical to this endeavor.

Reducing Risk Through Visibility

Paul Dumbleton, infrastructure security engineering manager at Perrigo, was already doing some cloud service blocking based on categorical allocation from firewalls and proxies, but usage would inevitably slip through the cracks due to a lack of comprehensiveness and accuracy in firewall and proxy categorization of cloud services. This put the organization at an increased risk for data loss and exfiltration. "What we needed was granular visibility into what our users were doing and the ability to provide policy controls for different business units," he said.

With a need to gain complete visibility into cloud usage, proactively block high-risk services, and increase detection of high-risk behavioral anomalies, the team at Perrigo brought in McAfee® MVISION Cloud for Shadow IT, which provided them with visibility and control they needed to fully understand and secure their cloud data flows.

"I was pretty surprised at what MVISION Cloud was able to uncover," says Dumbleton. "We found well over 2,000 cloud services. I was not expecting anything quite that high."

To better enable users and manage risk, Dumbleton and the Perrigo team have switched from blocking services based on their category to blocking services based

on risk. To do so, they utilize the Cloud Registry, which features detailed risk scores derived from more than 65 attributes using a framework developed in conjunction with the Cloud Security Alliance.

In addition, using Cloud Registry, Perrigo now accelerates their evaluation process for new services requested by users. In doing so, Perrigo has enabled more services for employees, driving increased productivity while significantly reducing their overall risk posture by more than 67%.

Preventing Data Exfiltration through Machine Learning

By leveraging the MVISION Cloud user behavior analytics, Perrigo has also been able to identify anomalies in user behavior that indicate a potential data exfiltration incident or compromised account.

"Since we implemented the McAfee solution, we have reduced our risk of data exfiltration, malware occurrences, and data loss," says Dumbleton, who has also seen high-risk service usage drop by over 80%.

By leveraging the MVISION Cloud policy enforcement analytics, Perrigo has been able to dynamically evaluate the effectiveness of firewall and proxy policy enforcement and remediate policy enforcement gaps through support and variations in their policy controls for their different business units.

"As you can imagine, we have different access needs for our marketing team than we do for the rest of our users," says Dumbleton. "MVISION Cloud lets us extend our existing granular policies to our cloud services."

Challenges

- Existing procedures lead to inconsistent cloud security policy enforcement and created risk of data exfiltration.
- Backlog of cloud service approval requests from employees inhibited productivity.
- Lack of visibility into cloud service providers in use prohibited proactive cloud enablement.

Solution

- McAfee MVISION Cloud for Shadow IT

Results

- 80% reduction in the use of high-risk cloud services from policy enforcement analytics
- 67% reduction in overall cloud risk posture achieved by minimizing risk of data exfiltration using behavioral analytics to detect high-risk activity
- Increased employee IT satisfaction and productivity with accelerated cloud service evaluation workflow

CASE STUDY

Just-in-Time Coaching Enables Users

With the increased visibility, the Perrigo team has also been highly successful in leveraging just-in-time coaching methods to help steer their users away from high-risk services to low-risk, IT sanctioned services. In doing so, they can proactively educate their users while simultaneously enforcing policies. “We have only had two support tickets since we started blocking and coaching,” says Dumbleton. “It is pretty impressive how well it has been accepted.”

Dumbleton has a few favorite aspects to running MVISION Cloud in Perrigo’s environment. “I no longer have to go out and search for the high-risk services entering our environment. MVISION Cloud’s reporting brings it to me,” says Dumbleton. “I love going into the dashboard I customized and seeing all of the policy enforcement statistics.”

With more in-depth analysis of cloud service providers and new processes and procedures in place that have substantially lowered their risk posture, Dumbleton and his team have received nothing but positive feedback from Perrigo’s executive team.

“We have a lot of plans moving forward,” says Dumbleton. “Our next steps include taking a look at the services being used across business units and focusing on consolidation to save money on redundant services.”

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—Paul Dumbleton, Infrastructure Security, Engineering Manager



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