

CUSTOMER STORY

# INDUSTRIAL GAS COMPANY AUGMENTS IN-HOUSE SECURITY TEAM CAPABILITIES

Manufacturer overcomes cyber security talent shortage with Mandiant Expertise On Demand

**FACTS AT A GLANCE**

**Industry**  
Manufacturing



**Solution**

- Mandiant Expertise On Demand

**Benefits**

- Immediate access to world-class tactical, operational and proactive capabilities
- Ability to flexibly match skills to a dynamic set of needs and priorities
- Quality threat intelligence assists internal team in defining and managing cyber risk
- Conveniently circumvent industry-wide cyber security staffing challenges

**Customer Profile**

The company supplies gases, equipment and services to multiple industries, including refining, chemical, metal, electronics, manufacturing and food and beverage. The manufacturer operates in dozens of countries utilizing hundreds of production facilities.



**The challenge**

As a world-leading industrial gas company, the company manages multiple business operations, from food production to oil refining and electronics manufacturing. A critical link in the supply chain of thousands of customers, safely and reliably meeting the worldwide demand for specialty gases requires rigorously protecting the company's extensive IT/OT infrastructure.

The company's international footprint includes hundreds of manufacturing facilities, over 15,000 computers, nearly 3,000 industrial PCs and over 1,500 miles of industrial gas pipeline. In addition to its process control systems, interfaces, instrumentation and associated sensors, the manufacturer's success has been based on the continuous pursuit of operational excellence, commitment to safety and focus on sustainability and the environment.

Safeguarding its infrastructure from cyber attack ensures the company can sustain the responsibility it has undertaken to meet the world's need for industrial gas while providing for the wellbeing of its employees and the communities in which it operates. Responsibility for cyber security risk management and industrial cyber security strategy falls under the leadership of the manufacturer's chief information security officer (CISO)

*Mandiant Expertise On Demand gives me an almost infinite ability to supplement my team with the specific skills I need to get the task done*

— CISO, Major Industrial Gas Company

A long-time employee and IT industry veteran, one of the CISO's first actions when appointed to the position was to conduct a red team assessment of his company's infrastructure and security posture. An early evaluation highlighted the need to supplement his team's ability to handle a widespread or extended attack.

He recalled, "Despite the challenge of finding security professionals with the right set of skills and expertise in the area we're located, we do have a very capable internal team. However, we determined that there potentially wouldn't be a sufficient depth of in-house resources to handle a significant breach of our infrastructure: This became a key area for us to address."

**Vigilance in the aftermath of an attack**

Following the red team's analysis, the CISO made the decision to invest in a Mandiant Expertise On Demand subscription to complement his internal team's ability to navigate the aftermath of an attack. The annual subscription provides continual, flexible access to Mandiant threat intelligence, incident response, training and consulting services.

"Mandiant Expertise On Demand was a very simple way for me to augment the incident response capabilities of my team. When we had a more traditional incident response retainer service, it was somewhat inconvenient to use for

proactive services. Expertise On Demand makes it very easy to procure exactly what I need, whether that's quick threat intelligence insights or resources to help an analyst resolve a problem," enthused the security executive.

**A boost of confidence**

With Mandiant cyber security professionals readily accessible, the CISO has overcome the industry-wide challenge of staffing an internal team with the right caliber of talent. He remarked,

"Mandiant Expertise On Demand gives me an almost infinite ability to supplement my team with the specific skills I need to get the task done."

The company's incident response team is able to react much more efficiently in the event of an attack than they could before. The CISO described, "Our team can contact a Mandiant expert who is immediately capable of providing insights into any issues we're seeing. Before Expertise On Demand we had to adopt a far more ad hoc approach to tracking down the information we needed; now we're able to resolve incidents much more quickly."

**A partner for the journey**

As part of its business evolution, the manufacturer is pursuing an aggressive transition to become completely cloud-based. With plans to eliminate all of the company's internally owned data centers, The security executive anticipates a major shift in his company's risk profile. Confident in his own team's ability to adapt, he shared, "Part of the benefit of using Expertise On Demand is that Mandiant can change with us, helping guide us through our cloud journey and ensuring we don't incur unnecessary risk."

The CISO feels confident allying with FireEye because of the company's renowned quality of technical expertise. He concluded, "We view FireEye as a valued partner. My incident response team members thoroughly trust the advice they get from their Mandiant counterparts. With Expertise On Demand they know they're talking to people who are experts in the field and aren't simply reading from a script. When I report to our company's board of directors, they already are very familiar with the reputation of the FireEye solutions and services."

Learn more at [www.mandiant.com](http://www.mandiant.com)

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**About Mandiant**

Since 2004, Mandiant has been a trusted security leader to organizations that can't afford to fail. Today Mandiant delivers decades of frontline insights at scale through easy-to-deploy and consume SaaS solutions for provable and transformative cyber defense.

