Biopharmaceutical Company Streamlines Patch and Application Management for Real ROI with Tanium Managed Services Provided by Chuco

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— Director of IT

CLIENT PROFILE

A clinical-stage biopharmaceutical company using its proprietary gene engineering technologies to create pioneering, life-saving cell and gene therapies.

Their broad genetic engineering platform technologies are advancing safer and better treatments to patients with serious diseases. These include solid tumor cancers like breast and ovarian cancer, blood cancers like multiple myeloma, and rare genetic diseases in the liver.

The organization prides itself on its team of innovative, agile, results-oriented individuals committed to developing better options for patients with cancer and genetic diseases.

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To best support its technical and business staff, to optimize compliance with security and regulatory requirements, and to enhance productivity of internal resources, the organization's IT leadership sought a fresh approach to managing operating system patches and applications updates.

That search led it to Tanium — delivered by Managed Services Provider (MSP) Chuco — and resulted in a substantial return on investment.

From Recognizing Technical Requirements to Realizing Tanium + Chuco ROI

"We were using a software deployment and inventory management tool that had served us well, but wasn't able to meet our evolving needs," says the company's Director of IT.

"When Covid shifted the team to remote work, because it wasn't agent-based, we faced additional challenges performing software updates. And because we have some particularly complex application deployment and reporting requirements — including pushing scientific analysis software application upgrades that ran upwards of 12 GB in size — this created a lot of overhead and burden for my team."

To modernize their approach, the Director of IT researched several potential endpoint management solutions. But Tanium quickly stood out as the leading candidate: "During our evaluation, we discovered that Tanium ticked every box on our requirements list. But we wanted to confirm that in practice before making the investment, which is why we engaged Chuco," he adds.

To validate Tanium's ability to meet the client's specific production needs, Chuco collaborated with the team on a proof of concept. That exercise involved the deployment of the aforementioned analytics software application in a production setting.

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Chuco consultant Kevin Bagnaschi notes: "The client team wasn't exaggerating when they said they had an unusual challenge for us. It's not every day we configure deployment of an application larger than the Windows operating system itself. But with Tanium in our toolbox, and drawing on our past experience navigating similarly complex scenarios, we made it all work smoothly."

Chuco's Managed Services Model Maximizes Impact

To achieve the highest ROI with Tanium, and to enable its core IT team to focus on key strategic priorities, the organization engaged Chuco to oversee Tanium under a managed services model.

Its Director of IT notes: "We run a focused and lean IT team, with plenty on its plate. So we had some concerns about the time and resources we'd need to allocate to really master and harness the full potential of Tanium. Chuco had already proven their ability to rapidly execute our requirements within our environment, so having them hit the ground running and take on the day-to-day Tanium operational responsibilities made perfect sense."

Under an MSP model, Chuco provides high-touch, responsive services to clients. In this engagement , support is delivered by two dedicated resources from Chuco's team of Tanium-certified (TCO/TCA) experts.

This team provides regular maintenance (e.g. OS patching and application updates), executes on-demand projects, and consults regularly with the client to align on priorities, review custom-developed inventory and activity reports generated by Tanium, and respond to any new requests.

The IT Director puts it best: "We rest easy knowing that Chuco takes full responsibility for maintaining and managing Tanium across our workstation environment. That includes patching operating systems, upgrading third-party applications, and remediating security issues."

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Beyond Patch & Update – Tanium-Powered Visibility and Control

As part of its standard MSP support, Chuco created and scheduled of a variety of reports which Tanium delivers automatically to the client's IT team.

These highlight important metrics, environmental details, and important issues identified by the client, including:

- A complete inventory of workstations, including device models, users, and operating system version IDs

- Devices that have not been patched / upgraded as part of normal operations (and details as to why)

- New devices the status of software provisioning and OS patching

- Workstations that do not have full disk encryption activated

- Workstations with "non-standard" configuration parameters (e.g., unexpected administrator, incorrect firewall rules)

- Instances where Organization Units (OUs) in Active Directory are not in order and may require intervention to ensure correct policies and protections are in place.

Chuco also built reports that provide details on the software installed on every workstation. These provide the client team with clear visibility and understanding of what applications are present, and which are used, across all workstations.

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The added detail on usage patterns enables the client's IT team to better manage and, if warranted, adjust license assignments.

As the client IT Director notes: "The reporting Chuco has built for us with Tanium has really made a big and positive impact in our ability to do our jobs more effectively. It gives us an easier path to comprehensive visibility, which really helps us address our internal validation and compliance needs, including industry-specific GMP and GxP, as well as SOX requirements."

"Our security team in particular really appreciates and rests a bit easier seeing regular summaries showing that our security software is installed, running properly, and capturing data across every individual system — and being able to intervene quickly when it's not," he adds.

Streamlining Security Scenarios

Taken together, Tanium's ability to deliver comprehensive visibility across an IT environment and quickly patch and update managed systems enables organizations to effectively address critical security and risk management issues.

The client IT Director highlights an example where the Chuco team orchestrated these capabilities with speed and skill: "We had one situation where Chuco spotted a critical security issue — a zero-day exploit targeting our video conference platform — even before our managed detection and response provider. The Chuco team escalated this to us, and we had them quickly execute an unscheduled patch operation to remediate the issue."
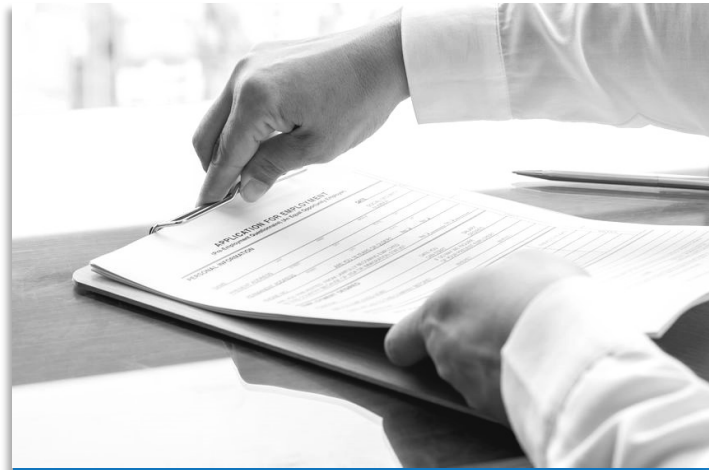
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Recognizing Resounding Results and Real ROI

With Chuco managing day-to-day operational responsibilities, the organization has achieved a significant return on its Tanium investment. Today, they've reached 98%+ compliance on operation system patching — with 95% achieved within the first two months of Tanium adoption — across over 350 endpoints.

The organization has attained new levels of visibility and greater control over its workstation environment across operation systems (updates, configuration, and reporting), application infrastructure (software deployment and metrics), and security (monitoring and response).

And it's achieved these results quickly, without having to hire and train additional staff or take on new operational responsibilities.

As the client Director of IT summarizes: "We've achieved resounding success with Tanium in our environment, thanks to the stellar service, skill, and support provided by Chuco, our managed services provider. This approach has reduced significant overhead for our internal team in terms of managing systems and security — allowing us to focus on other important initiatives."

In quantifying ROI, he adds: "We haven't conducted formal analysis, but I'd say our ROI exceeds 200%. A large part of that is due to the cost efficient MSP model we have with Chuco. Without their expertise and accessibility, we'd have to hire at least three additional full-time resources to get even close to these great results."

If you'd like to learn more about how Chuco helps organizations get the most from their Tanium with an innovative MSP model, we would love to connect. With years of hands-on experience, our team of Tanium veteran experts has developed a deep understanding of the platform, unique perspectives, and unrivaled capabilities.

So whether you're looking to manage Tanium yourself, would prefer having an expert team take on full responsibility for Tanium in your environment, or something in between, we are ready to assist. Learn more and connect with the team at: www.chuco.com.