CUSTOMER SUCCESS STORY

Q&A with BraunAbility's Arlie Hartman

Featuring Arlie Hartman, CISO at BraunAbility

INDUSTRY
Manufacturing

COMPANY SIZE
2,000+ employees

SECURITY CHALLENGES

- Visibility gaps across siloed organization
- Protecting endpoints in growing global business

PRODUCT

- VMware Carbon Black Cloud Endpoint™ Standard

KEY BENEFITS

- Detect and respond in real time
- Agile security for flexible access for IT and Security staff

Tell us about your process for choosing VMware Carbon Black and the value you've seen since using it.

BraunAbility became invested in VMware Carbon Black when we were much smaller, just a manufacturing company, but the company has radically changed since 2017. I wanted to partner with VMware Carbon Black to be more proactive and agile in security so we could move the business forward. I like how VMware Carbon Black Cloud Endpoint Standard is a balance of antivirus and endpoint detection and response (EDR), which allows me to have global reach and visibility to quickly deploy endpoint agents across our different organizations with flexibility in software delivery. Being able to quickly get that onto an asset with very low friction is huge. We've gotten stupendous visibility into what's going on in those endpoints, and the ability to reach back out to the endpoint to take action and isolate it, if necessary, or stop activity that is suspected to be malicious.

It's also allowed me the flexibility of granting access to my extended IT staff in Europe that wear a dual hat of both security and IT. VMware Carbon Black also supported the business as we implemented major infrastructure changes across our retail environment, like with VMware SD-WAN and an Active Directory Forest migration. Because Carbon Black Cloud Endpoint Standard can roll with whatever and however the environment changes, it's really been a game-changer for the company.

I appreciate the relationship we've built with the VMware Carbon Black team. I didn't know anything about the products before, but the team was patient, walking me through everything and helping me figure out what products would be best for BraunAbility in the future – transforming how we deliver security. VMware Carbon Black has been a nice change of pace compared to the other security companies I've worked with. Overall, it's been very frictionless, and thanks to the VMware Carbon Black User Exchange Community, I have a lot more confidence to start tuning the product and elevate our maturity with the tool.

What is the value of combining IT and Security functions in the organization?

At BraunAbility, security falls under the IT organization. The one thing I really like about working with the CIO is being a part of the IT organization, it's a lot easier to get IT change done. This means you get a lot closer to the problems, the outcomes, and the solutions. As a result, our executive team is open to healthy challenges and conversations around security at the company.

At the end of the day, the CIO is ultimately responsible for security whether or not they have someone in a security role working for them. It can help drive mutually aligned outcomes when you can get everyone to see that security is everyone's responsibility, not just the CISOs.

How did you instill your security practices onto your team?

As an IT leader with a small team, I've learned to be flexible and become more open to using outside resources. I've also learned to balance that with immediate need and trust, especially in vetting those resources and understanding their capabilities, and check that against the risk appetite of the organization and the mission we're trying to accomplish.

BraunAbility understands that security is very important, and it's imperative that we continue to remind everyone of that – proving value while we do it and not becoming barriers to change. It's important to influence and lead people both within your team as well as business unit leaders, executives, etc.

What would be your advice to other CISOs?

My advice to other CISOs is to get out of your office, talk to everybody, and get involved. You really have to be an influencer and not rely on the fiat of controls and the hammer of policies – or people will work around you. I always call it the department of KNOW, not the department of NO. I'm the guy that's going to know how to help you and not tell you "no, you can't do that."

To someone simply interested in cybersecurity, I would advise them to be curious, ask questions, and to not stop at the error codes. Get to know the systems and your business. There are tons of people in the security community, so get involved in security groups, go to conferences, and pay attention to Twitter feeds. There's a strong cybersecurity community out there that is willing to share the fun that we have in this industry, and we're always open to folks who are wanting to learn about the field.

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> ARLIE HARTMAN
> CISO, BRAUNABILITY

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