

CASE STUDY

Rollins Accelerates Incident Response and Boosts SecOps Efficiency with Secureworks® Taegis™ XDR

Process Relevant Security Telemetry in One Place

With Taegis XDR, Rollins was able to mature their security program by accelerating incident response and boosting SecOps efficiency. The company greatly benefited from a significant reduction in the volume of alerts giving them more time to focus on meaningful investigations.



Company: Rollins
Industry: Pest Control
Country: Global
Employees: 13,000+

Solution

Rollins chose Secureworks® Taegis™ XDR for the ability to process relevant security telemetry in one place. XDR automatically triages alerts, taking care of a significant amount of burdensome tier one alert triage processes for the team. Alerts arrive with actionable context allowing the Rollins team to capitalize on the time saved and get straight to work.



Overview

Rollins is the world's largest pest control company, operating over 20 brands in the industry. Rollins has just over \$2 billion USD in revenue per year, and over 13,000 employees and associates around the globe. The company is split into two divisions. The first serves commercial customers at businesses that include hotels, airlines, bars, and restaurants, as well as many more. The second division serves residential customers.

Challenges

Rollins needed to mature its security program to protect it against the modern threat landscape. The existing setup was too reactive; solutions would fire off alerts and the team would investigate them. Often, automatically triaged alerts would present with very little information, requiring significant tier one investigation from the team, wasting hours in the process. The team was also spending a lot of time swiveling between each of the consoles for the separate solutions. Rollins needed a way to unify and process telemetry from multiple sources and enrich it with context to reduce wasted time.

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It wasn't just the XDR software which appealed to the team at Rollins. Kevin Morrison, Vice President of IT and Chief Information Security Officer for the company, said Secureworks met the three criteria he usually looks for in a security partner. The first is flexibility – the ability to fit Kevin's environment, rather than expect Rollins to fit what the vendor offers.

Second, the company must have security at its core. "We look for companies that make security the primary mission of the organization, not someone that has a SOC that also ships boxes," said Kevin. Finally, Kevin was looking for a company which could help him scale his program vertically to meet the demands of the modern threat landscape. That means helping with tier one tasks of course. "But also, to help us with our more advanced needs, like threat hunting and the issues that we reach up in tier three," said Kevin.

More Time for What Matters

One of the earliest benefits the Rollins security team noticed after installing XDR was the richness of alerts. The software offered contextual information which allows the team to quickly get to the root cause of any incident. "One of my employees said that the alerts have been superb, and that the information she receives helps her enrich the security day-to-day issues and simplify her tasks," Kevin said.

A key driver of this simplification was the fact XDR was layered onto the existing security solutions, ingesting, and analyzing all the relevant activity from elsewhere. This has helped Rollins reduce both risk factors and alerts by a significant degree. Of particular use to Rollins was the ability to process information from Azure and Office365, which then would appear in the XDR interface packed with information ready to act on.

The same is true with all information XDR ingests, including from endpoints. "The information that XDR is able to retrieve is enriched and helps my team execute and know when there's an alert that they should react to," said Kevin. "[But] a lot of the time when we receive high alerts from our endpoints, the issues have already been taken care of."

On the occasions where the Rollins security team needs more information or explanation behind an event or incident, the team has used the XDR chat box to get quick access to Secureworks experts.

This is further supplemented by threat intelligence from the Secureworks Counter Threat Unit™ which XDR displays for additional context. This information includes a library of known

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threat actors, as well as a library of how different vulnerabilities were previously exploited in the wild. XDR users also receive daily emails from the CTU™ analyzing open-source threat intelligence alerts. “That gives us the ability to look for new threats or gaps and close them much faster,” said Kevin.

Saving Money and Time with Taegis XDR

Kevin and his team have seen multiple benefits from adopting XDR which have helped address major challenges they faced and created space for the team to focus on important tasks. The volume of alerts the security operation receives has reduced significantly, which has helped Kevin prove to the board that the investment is working. When Rollins first partnered with Secureworks four years ago, the plan was to rapidly mature an inadequate program. Adopting XDR has proved a significant move forward in that process. “It saves us money and time, and hundreds – if not thousands – of hours a year,” said Kevin. “The migration to XDR has been a phenomenal step for us.”

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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.



For more information, call **1-877-838-7947** to speak to a Secureworks security specialist
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