

AstraZeneca takes advantage of Tanium's integrations with Microsoft & ServiceNow

The global pharmaceutical company relies on integration to keep its IT systems and vital research activities up and running.



ORGANIZATION

AstraZeneca

LOCATION

Cambridge,
United Kingdom

“One key aspect of Tanium and Microsoft working together is automation. We can detect anything in our environment and then – seamlessly and without human intervention – shut it down.”

Jeff Haskill
VP of Enterprise Technology Services
AstraZeneca



No IT system is an island. That's why an organization that integrates its applications, data, APIs, and devices can benefit from added efficiency, productivity, and agility.

That's the case for AstraZeneca. With annual sales of \$45.8 billion in 2023, the UK-based pharmaceutical company, formed by the 1999 merger of Astra AB and Zeneca PLC, today has a lot to integrate. That includes more than 89,000 employees operating in more than 100 countries, and some 125,000 endpoint devices ranging from personal laptops to enterprise servers.

Keeping all those endpoint devices running is a big, vital job. “Leadership gauges my success on system availability,” says Jeff Haskill, AstraZeneca's VP of enterprise technology services. “Can they do their research to develop medicines and reach patients? If we have an outage, the medicine literally stops moving.”

Research forms a huge part of AstraZeneca's work. The company employs over 13,000 R&D specialists – almost 15% of its total workforce – in five research centers worldwide. R&D investments last year totaled \$10.9 billion, almost a quarter of annual revenue. Looking ahead, AstraZeneca says it intends to develop at least 15 new medicines by 2030.

For Haskill and his colleagues, the key to ensuring endpoint availability is enhanced visibility. As the old saying goes, you can't secure what you can't see. In the past, AstraZeneca used several tools for patching but still struggled. "We couldn't even tell what needed to be patched," Haskill recounts.

With so much at stake, something had to change.

Consolidating tools

That change came with Tanium. The year was 2014, shortly after Haskill joined AstraZeneca. "We ran across Tanium," he says, "talked to some of my peers, and invited Tanium to show us what they could do."

What Tanium could do, Haskill soon learned, was consolidate AstraZeneca's multiple endpoint management tools into just one. Now the company's security analysts could do patching, risk reduction, software delivery, and more with just a single click. "Now we can see the risk," Haskill says. "We didn't have that visibility before."

More teamwork

AstraZeneca's integration of Tanium and ServiceNow has also led to greater collaboration among the company's various IT and business teams. In part, that's because the ability to trigger patching has been passed from Haskill's centralized group to other IT groups that directly face the business.

"They feel more in control," Haskill says of those teams. "It gives them a voice in the conversation. That's totally different from us banging on the door and saying, 'We need to patch your systems right now.'"

The ability to automate patching processes is another benefit AstraZeneca is enjoying with Tanium. That has greatly sped up a ground-patching process that formerly took the company about a week to complete. Now, using Tanium, Haskill's team can complete the task in just 10 minutes.



“Before, there was a lot of work. We’d rush to push the patches, hoping they wouldn’t break,” Haskill says. “If they did break, that would cause downtime, and we’d have to wait weeks, even months to try and reapply the patch. With Tanium, that process is literally on the push of a button.”

Results

Integration with leading products

AstraZeneca gets more from its ServiceNow and Microsoft products by integrating them with Tanium. AstraZeneca’s integration of ServiceNow and Tanium has increased cooperation between IT and the business. The company’s Microsoft-Tanium integration is creating new opportunities for automation.

Super-fast patching

Before using Tanium, AstraZeneca’s ground-patching program took a full week. Now, with Tanium, the program gets done in just 10 minutes.

Log4j discovered & patched

During the global Log4j attacks that started in late 2021, AstraZeneca used Tanium to quickly search its IT environment for potential vulnerabilities. Once the company completed the inventory, it used Tanium to push new patches – starting just five days later, ensuring the company was not impacted by the vulnerability.



“Thanks to the power of Tanium and our integration with ServiceNow, our businesses will be able to decide on timeframes for pulling their patches – as opposed to IT pushing things down.”

Jeff Haskill

VP of Enterprise Technology Services
AstraZeneca



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