

Spillman Technologies



Overview

Industry

- Technology

Challenge

- Needed a solution to defend against 'unknown threats'
- Incomplete visibility of entire network
- Concerned about threats that were already inside the network
- Risks to sensitive data and company intellectual property

Results

- Enterprise Immune System detects emerging threats
- 100% visibility of the network via Threat Visualizer
- Renewed confidence in ability to stay on top of threat landscape
- Helps security team stay proactive rather than reactive

Business Background

Based in Salt Lake City, Utah, Spillman Technologies provides comprehensive public safety software solutions for more than 1,700 police departments, sheriff's offices, fire departments, and correctional facilities. It specializes in integrated software, including mobile data, field reporting, mapping, and analytics and intelligence-led policing.

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Mike Wilkinson, VP of Information Technology

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Challenge

Spillman Technologies was primarily concerned about protecting its world-class intellectual property and sensitive partner information. “We were worried about the unknowns,” commented Mike Wilkinson, VP of Information Technology, Spillman Technologies. “Before Darktrace, we couldn't visualize our entire network. We did not know for certain what was actually inside our network”. Furthermore, using rules-based approaches made it difficult to filter through all of the false positives to find genuine threats within its network.

Additionally, Spillman Technologies felt that its approach to security did not allow it to defend against fast-moving, automated attacks. With a security stack that relied on rules and signatures, Spillman Technologies wanted to efficiently stay ahead of the rapidly-evolving threat landscape. As a result, it needed to find an approach that was more proactive in the face of new threats that are increasingly silent, sophisticated, and stealthy.

Solution

To meet these challenges, Spillman Technologies installed Darktrace's Enterprise Immune System inside the corporate network. The value was immediately shown to Spillman Technologies' security team. "We were instantly amazed by the sheer amount of data Darktrace's Enterprise Immune System collected," added Wilkinson. "We could easily see everything that was on our network, including emerging threats, via the Threat Visualizer – all in real time".

During the Proof of Value, the effectiveness of the Enterprise Immune System was clearly shown when Darktrace alerted Spillman Technologies to a device that had been rapidly encrypted. The security team investigated to the anomaly, and quickly realized that it was watching a ransomware attack unfold, in real time. Within minutes, the security team at Spillman Technologies was able to mitigate the issue, and prevent the ransomware from spreading.

"Having Darktrace in our network proved critical in preventing large-scale damage from this attack," commented Wilkinson. "The Enterprise Immune System's ability to detect the anomaly and alert us immediately allowed us to ensure that no other devices were infected. No other tool can detect threats like ransomware fast enough".

Powered by unsupervised machine learning developed by specialists from the University of Cambridge, Darktrace's Enterprise Immune System works by establishing a 'pattern of life' for every user and device within Spillman Technologies' network. With the probabilistic understanding of abnormality, potential cyber threats, like ransomware, can be detected as it emerges, before it escalates into crisis.

Benefits

Thanks to the Enterprise Immune System's innovative self-learning technology, Spillman Technologies has a renewed sense of confidence in its security stack's ability to detect and mitigate fast-moving attacks. The efficiency of its security strategy has increased as Darktrace determines the level of threat associated with each deviation from 'normal', helping to filter out false positives and reduce the noise in the network.

"With Darktrace, we aren't fighting at the gates anymore," commented Wilkinson. "Because we have the Enterprise Immune System securing our network from the inside, we now have full visibility and the confidence that our security stack can spot the 'unknown unknowns', in real time."

By basing its security strategy on the Enterprise Immune System, Spillman Technologies has regained control of its network. With complete visibility of the network, Spillman Technologies can now use the Threat Visualizer to see every device on the network, knowing that if significantly abnormal behaviors occur, it will be alerted immediately, in real time. Even as the network grows more complex, the Enterprise Immune System keeps learning and growing with the company, allowing Spillman Technologies to be secured from the inside, as it continues to grow.

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Contact Us

North America: +1 415 229 9100

Europe: +44 (0) 1223 394 100

Asia Pacific: +65 6804 5010

info@darktrace.com

darktrace.com