

## Steelcase

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### Overview

#### Industry

- Manufacturing

#### Challenge

- Protect sensitive customer data and intellectual property
- Today's threat landscape of sophisticated attackers, novel methods of attack and rapidly-evolving threats
- Insider threat
- Retain complex enterprise network

#### Results

- Real-time threat detection
- Complete network visibility and improved understanding of activity
- Alerted immediately to genuinely anomalous behavior
- Able to prepare for and handle potential threats efficiently

### Business Background

For over 100 years, Steelcase has helped create great experiences for the world's leading organizations, and is the largest office furniture manufacturer in the world. Its family of brands – including Steelcase®, Coalesse®, DesignTex®, PolyVision® and Turnstone® – offer a comprehensive portfolio of architecture, furniture and technology products and services designed to unlock human promise and support social, economic and environmental sustainability. Steelcase is a global, publicly traded company with fiscal 2016 revenue of \$3.1 billion, more than 11,000 employees and 800 dealer locations.

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Machine learning can detect things that we can't predict and define. It's like finding a needle in an enormous haystack.

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**Stuart Berman**  
Information Security Architect, Steelcase

### Challenge

To gain its position as a global, industry-leading manufacturer, Steelcase has always remained up to date with business and technology innovation. Tackling today's complex threat landscape represents a major challenge to the company, while maintaining its leading market position.

Specifically, Steelcase was keen to defend its critical data assets from any potential compromise to its intellectual property and designs, confidential corporate information or customer data. Furthermore, the company was increasingly aware of the limitations of perimeter defenses and legacy approaches, which are unable to detect insider threat.

The company manages numerous offices, dealerships, and manufacturers, which are served by a cutting-edge Software Defined Network (SDN). The company were looking to defend its SDN with technology that was as innovative and adaptable as their infrastructure, and which did not require constant manual tuning.

## Solution

Steelcase's executives recognized the fundamental importance of selecting the correct security technology. As such, the CEO and COO of the company were actively engaged in the company's security strategy. Following a review, the company decided to select Darktrace as its core threat detection and investigation solution, due to its unparalleled Enterprise Immune System technology.

On installing Darktrace at the heart of its network, it quickly became clear that the Enterprise Immune System had the ability to detect previously unidentified anomalies and potential threats in real time, which other legacy approaches failed to spot.

The Enterprise Immune System, developed by specialists in machine learning and mathematicians from the University of Cambridge, is inspired by the human immune system. It models the behaviors of every device and user to build a 'pattern of life' for the organization as a whole. Based on this dynamic understanding, Darktrace's technology can detect any behavior or activity that deviates from what is normal, as soon as it happens.

In addition, Steelcase's IT team uses Darktrace's Threat Visualizer, a 3D graphical interface that provides 100% network visibility and visualization, rendering the technology inherently accessible to all parties, including the company's board executives, and enables the team to conduct in-depth investigation into incidents.

## Benefits

Thanks to Darktrace's award-winning technology, Steelcase can stay globally connected and expand its international presence, while defending its various networks responsibly and mitigating threats continually.

The Darktrace appliance, installed in under an hour, has equipped Steelcase's IT team with real-time threat detection capability and complete network visibility, alerting the team to potential threats that may have gone unnoticed by traditional security tools.

The Enterprise Immune System's unique self-learning capability enables it to detect cyber-threats as they emerge, allowing Steelcase to carry out in-depth investigation and risk mitigation. Furthermore, the executive team makes use of the Threat Visualizer to improve its overall understanding of its employee activity.

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We like the 'immune system' approach because it doesn't assume what 'bad' behavior looks like. So we don't need to have experienced a threat before, in order to be protected against it.

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**Stuart Berman**  
Information Security Architect

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