AstraZeneca Case Study

AstraZeneca is a global pharmaceutical company whose footprint includes operations in over 100 countries. As such, AstraZeneca has an immense amount of data to protect, thousands of users to connect, and a highly regulated environment to operate in.

To help tackle these challenges, AstraZeneca Chief Information Officer, Dave Smoley, developed an IT strategy that put collaboration at the forefront, breaking the traditional mold of conservative pharmaceutical companies; allowing users, patients and medical professionals to share data and make the most of new science, creating a lean, fast-paced and creative environment.

ENABLING SECURE CLOUD COLLABORATION

In addition to collaborating with leading universities and other pharmaceutical companies, AstraZeneca has tens of thousands of salespeople globally who need immediate access to their data from anywhere in the world. With the old ways of connecting through VPNs proving to be cumbersome, the team at AstraZeneca started looking to the cloud for answers, specifically, how to drive secure and effective collaboration through widely used cloud-based tools like Box.

"People couldn’t understand why they need to VPN-in to access Box," says Jeff Haskell, AstraZeneca’s Chief Information Security Officer. "With the help of Skyhigh, we’ve removed that friction and offer a more streamlined solution which is still secure and compliant, but a night and day difference from what our employees are used to." With Skyhigh, AstraZeneca now enforces security and compliance policies across cloud services like Box without adding any friction in the form of VPN or new agents on devices, making the secure path the easy path for users.

With the consumerization of IT on the rise, the use of shadow, or unsanctioned cloud services, has grown within the enterprise as any employee with a credit card or email address can sign-up for new cloud services without the knowledge or approval of IT. As employees start sharing data outside the enterprise, they increase an organization’s overall risk of data loss and exfiltration. "What we needed was visibility," says Haskell. "As we pushed more data into the cloud, we really had to answer the tough questions – what are we using the cloud for, what’s our data doing, where’s it moving to, and who has access to it?"

To gain the granular visibility and control AstraZeneca was looking for, they decided to leverage CASB (Cloud Access Security Broker) technology and brought in Skyhigh Networks. Haskell and his team deployed Skyhigh for Shadow IT to help answer the business’ questions about who had access to their data and where it was going. AstraZeneca uses Zscaler as their inline proxy to monitor web traffic across users, devices and locations and protect employees from malicious or compromised sites.

Customer Profile

HEADQUARTERS: London, England
INDUSTRY: Pharmaceuticals
ANNUAL REVENUE: $24.7B
EMPLOYEES: 61,500

CHALLENGES

• 20,000+ global employees require immediate access to data, existing VPN was too cumbersome, inhibiting productivity and collaboration.
• Needed to safely and securely collaborate across multiple devices at a global scale while protecting sensitive data in Box by extending existing DLP policies to cloud services.
• Needed a central control point to govern cloud usage, reduce risk, and report on cloud usage to audit committee and executives.

SOLUTIONS

• Skyhigh for Shadow IT + Zscaler
• Skyhigh for Box

BENEFITS

• Eliminated friction and increased data accessibility by offering secured cloud access for 20,000+ employees globally.
• Ensured compliance within industry regulations and internal policies through enforcement of multiple DLP policies in Box, enabling improved collaboration and reduced costs by consolidating users onto Box for file-sharing and collaboration.
• Reduced overall risk posture by implementing a comprehensive cloud governance policy and increased executive acceptance of cloud with visibility, control and actionable data.
“Skyhigh lets us use Box to its full capability,” says Haskell. “We can see how our data is being used and if it is being shared with third parties.”

Jeff Haskell, Chief Information Security Officer

Skyhigh seamlessly integrates with existing technologies like Zscaler to process proxy logs to provide the visibility into AstraZeneca’s cloud usage as well as the individual risk ratings of each service. Using the integration, AstraZeneca can also analyze a particular cloud IP address to see if the site is malicious or serving malicious content, and block it if so.

With increased visibility, Haskell and his team were able to leverage Skyhigh’s Global CloudTrust Registry which includes the risk ratings of over 19,000 cloud services to allow or block cloud services based on their individual risk scores, and further drive adoption to Box through just-in-time coaching and user education.

“I’ve been in this field a long time and not much surprises me,” says Haskell. “We thought we would have a lot of shadow IT, we found it was true and now we can act upon it.”

In addition to driving adoption and consolidating services, AstraZeneca also uses Skyhigh to further secure their Box usage. By using Skyhigh, Haskell and his team are able to drill down and see who has access to sensitive data, who it has been shared with, and also have the ability to extend their existing on-premises data loss prevention (DLP) to the cloud. As such, they can limit and control access based on user role, device type (managed and unmanaged) and user’s geographic location; all while notifying the security operations center if compromised accounts or insider threats are detected.

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REDDUCING RISK THROUGH DATA DRIVEN SECURITY

In utilizing Skyhigh as a central control point to enforce policies across all cloud services, Haskell and his team are armed with the actionable information they need to continue to lower risk across the organization and gain executive support.

“We have the proof, down to the smallest kilobyte of data, which allows us to have intelligent discussions with the executive leadership teams and with the business, because we have actionable data to share,” says Haskell.

As a result, Haskell knows that the overall risk posture at AstraZeneca has decreased by the way the business approaches cloud usage. “When IT can bring the audit committee and the executive members together and they are confident and comfortable using the cloud, it is huge. You know you’ve made an impact on risk,” says Haskell. “It is no longer IT security saying, ‘we believe this, or we think that,’” he says. “We have the data we need to answer their questions and provide the metrics showing how Skyhigh is mitigating and lowering risk. It’s the facts.”

LOOKING FORWARD

As Haskell and his team continue to enable their workforce’s needs for global collaboration, all new services are screened and “wrapped in Skyhigh,” allowing for the required controls to be in place. “Skyhigh has allowed us to leverage new cloud technologies that wouldn’t have been possible before,” says Haskell. “Our users never see Skyhigh even though it is a key part of our whole IT security strategy, allowing us to keep our users and data safe so they can have the global access they need on any device.”

With a target of having a substantial proportion of their apps in the cloud by 2018, it is imperative for AstraZeneca to have solutions that integrate into existing solutions, as the old, traditional model is heavy on paperwork and requires on-premises devices.

“Skyhigh integrated seamlessly with our existing providers like Zscaler, and feeds into our SIEM, so we get the information that is important for us and we can continue to be fast, lean and agile,” says Haskell. Leveraging the integration between Zscaler and Skyhigh, AstraZeneca can secure and govern cloud usage, by pushing governance policies based on Skyhigh’s cloud insights directly to Zscaler to block high-risk services with a higher risk ratings, and enforcing granular DLP policies on cloud usage.

“Skyhigh has streamlined application management from weeks to a few hours and that’s key to our overall strategy to be fast. The reduction in man hours allows us to more important things like enable our users and deliver on the key science that makes AstraZeneca a great place to work.”