Globe Telecom Reduces Risk and Gains Immediate Visibility with New Threat-based Operational Security Approach

As the leading telecommunications provider in the Philippines, Globe Telecom serves about over 80 million customers — roughly three-quarters of the country's population. The company's leadership sought to transform its cybersecurity approach from a risk-, compliance- and audit-based model — the typical, if conservative, approach of companies in the Asia-Pacific region — to a threat-based model more attuned to where adversaries are headed with their attacks. In the process, it established a security operations center (SOC), consolidated departments, and grew its IT team by over 300% plus increased spend on CAPEX for a strong IT/security foundation.

Globe Telecom chose CrowdStrike as its security partner in 2016, quickly deploying the CrowdStrike Falcon® platform with phase one initially within a day — total deployment time was 90% less than that of their previous solution — and engaging with the CrowdStrike Falcon OverWatch™ team of threat-hunting experts. They were able to gain immediate visibility into its 17,400 endpoints and into threats they previously were unaware of, and, with help from the CrowdStrike CrowdScore™ capability, prioritize incident response.

INDUSTRY CHALLENGES

- Despite a conservative approach to cybersecurity investment, Asia-Pacific faces the same cyberthreats as elsewhere, particularly the growing concern of ransomware.
- Talent gap due to the region's conservative approach. Threat hunters and experienced analysts are particularly difficult to identify and recruit.
- Telecom is one of the industries most commonly targeted by sophisticated adversaries.
- Globe Telecom required cutting-edge cybersecurity to protect both its internal systems and infrastructure and its customers from the latest threats.
- Globe Telecom also sought to adopt a new approach to security for full visibility to better manage response, resources and compliance.

BUSINESS OUTCOMES

- Globe Telecom gained speed and agility with immediate visibility.
- Quick deployment across numerous hosts, platforms and OS with no interruption to the business and better protection for its over 80 million customers.
- Globe now prioritizes events leveraging the CrowdScore capability that filters the telemetry provided by the CrowdStrike Falcon platform.
- Globe Telecom views the Falcon OverWatch team as a trusted extension of its security operations team, helping them to identify and understand sophisticated threats, and move to higher levels of cybersecurity maturity.
- Cybersecurity progress and concerns are clearly communicated to executive leadership, allowing for effective decision-making.

INDUSTRY
Telecommunications

LOCATION/HQ
Republic of the Philippines

> "The CrowdStrike Falcon platform has given jet fuel to our security program. We got visibility so fast we had an iceberg moment where we realized a whole different world out there that we didn't know existed."

**Anton Bonifacio**
CISO
Globe Telecom

SOLUTION
Globe leverages the Falcon platform and benefits from CrowdStrike OverWatch team of experts to prioritize incident response

CROWDSTRIKE PRODUCTS

- Falcon Complete managed detection and response, including:
  - Falcon Prevent™ NGAV
  - Falcon Insight™ EDR
  - Falcon OverWatch managed threat hunting
  - Falcon Discover™ IT Hygiene

Globe Telecom
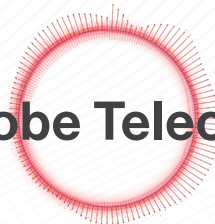
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