ASRC Federal Reduces Investigation Time with VMware Carbon Black

ASRC Federal has approximately 500 endpoints throughout the United States, and administering a variety of tools for threat protection and endpoint detection and response (EDR) has added an unnecessary complexity. Additionally, the time to detect and investigate threats was too long. VMware Black® Hosted EDR™ allowed ASRC Federal to streamline endpoint detection and response while markedly lowering their incident-closure time.

Managing EDR in the cloud

When ASRC Federal was evaluating EDR solutions, they focused on cloud-based offerings due to lower administrative overhead. During their evaluation, they found VMware Carbon Black to be the more sophisticated cloud-based solution with a seamless deployment. ASRC Federal's Cyber Security Architect Brad Berkemier notes, "Deploying the agents was so easy. And the cloud-managed model was perfect for us. Cloud was something a lot of other companies were lagging behind on. They had it on their roadmap, but VMware Carbon Black had it already in the cloud and ready for us."

The team also recognized the value of VMware Carbon Black's customer service: "I can put a ticket in, call support and it's just done," says Cyber Security Engineer Sean Malhotra. "My focus stays on [what's] important and doesn't deviate to anything else, which is beautiful."

Real-time threat detection and response

Before upgrading their endpoint security to VMware Carbon Black, ASRC Federal experienced lengthy response and investigation times. With the Carbon Black Hosted EDR proactive threat hunting capabilities and detailed view into every endpoint, ASRC Federal no longer has employees shipping machines to a physical location for dead-box investigation. Instead, Malhotra explains, "When we see something through one of the tools, we're able to immediately isolate it [and] perform forensics on it."

Conclusion

ASRC Federal describes Carbon Black Hosted EDR as "a boon to the team," enabling them to drastically reduce the time from threat detection to incident resolution. They can now focus on other important tasks with the confidence that their infrastructure is well protected.

INDUSTRY
Business Services

COMPANY SIZE
1,501-2,000 employees

SECURITY CHALLENGES
Delayed response times
Significant overhead with multiple on-premises solutions

PRODUCT
VMware Carbon Black Hosted EDR

KEY BENEFITS
Real-time EDR
Easy-to-use, cloud-based solution

"Deploying the agents was so easy. And the cloud-managed model was perfect for us."

BRAD BERKEMIER
CYBER SECURITY ARCHITECT,
ASRC FEDERAL

Discover more companies who have found success with VMware Carbon Black. Visit: carbonblack.com/why-cb/customer-success.

vmware® Carbon Black