From breach to brilliance: Fortune 1000 manufacturer partners with Red Canary post-incursion to secure environment

Microchip Technology Inc. teamed up with Red Canary to reduce mean time to respond and augment its enterprise security with 24x7 support.

BUSINESS SNAPSHOT

Microchip Technology Inc. is a leading provider of smart, connected, and secure embedded control solutions. Its easy-to-use development tools and comprehensive product portfolio enable customers to create optimal designs which reduce risk while lowering total system cost and time to market. The company solutions serve more than 125,000 customers across the industrial, automotive, consumer, aerospace and defense, communications, and computing markets.

The challenge

Microchip faced a significant challenge when it became aware of potential data leaks following a series of acquisitions. Upon learning of the breach, the company subcontracted an IR firm to investigate the situation. That firm, in turn, brought in Red Canary to aid in identifying and mitigating the threats, so Microchip could get a better understanding of what was going on in their environment.

The solution

From day one, Red Canary played a crucial role in helping Microchip respond to the cyber breach. Considering the urgency of the situation, the implementation process occurred quickly, and it involved inoculating connected devices with VMware Carbon Black EDR (fka Carbon Black Response).

As a publicly traded Fortune 1000 company, Microchip decided not to disconnect from the internet or shut down systems. Instead, they opted for a strategic containment approach that involved using Red Canary MDR to monitor the threat actors' actions while simultaneously developing an elaborate containment program. Once executed, the containment measures proved effective, and the threat actors were neutralized.

> "Thanks to Red Canary, we haven't had to fight the fires that other companies do, and it's allowed us to focus on strategic business initiatives."
>
> **ROBERT WILLIAMS,**
> **CHIEF SECURITY OFFICER**
> **MICROCHIP TECHNOLOGY**

The outcome

Since 2019, Microchip has benefited from industry-leading threat monitoring and detection capabilities across their 30,000-plus endpoints by continuing to retain the Red Canary team. The partnership empowered Microchip's internal team of over 200 infrastructure and security staff to act promptly and reduce the number of high-severity threats in their environment. As a result, Microchip achieved enhanced cybersecurity resilience without the need for substantial internal investments in their response team.

Empowering strategic cybersecurity

"With the implementation of Red Canary, our team is now freed up to focus on bigger-picture security initiatives, such as ensuring best practices for cyber hygiene. We no longer spend our days chasing down users engaging in risky behavior with their devices."

Reducing mean time to respond

"Before Red Canary, the idea of having a response team capable of handling issues within minutes seemed far-fetched, but now we have that without requiring a substantial investment in building out an internal team."

Reliable 24x7 support

"The commitment to meet with us on a weekly basis to work through the resolution of any issues is truly valuable. As a large organization, we try to handle many tasks internally, but Red Canary definitely helps us out and is very responsive to our questions and technical issues we run up against."

Reporting on what matters

"From the very beginning, we've benefited from the high-level executive reports that Red Canary provides. I'm able to communicate what's happening with our cybersecurity posture, progress toward our security goals, and results to my executive team, as well as to the audit committee within the board of directors."

In conclusion

The journey that began as a response to a breach has evolved into a flourishing and enduring partnership between Microchip and Red Canary. By partnering with Red Canary, Microchip has not only strengthened their cyber defense but also unlocked more time for their internal team to focus on time-intensive tasks that benefit the entire enterprise.