

Caterpillar



Background

Caterpillar is a brand known worldwide for engineering innovation. Since its inception over 80 years ago, Caterpillar has grown to be the world's largest maker of construction and mining equipment, diesel and natural gas engines, and industrial gas turbines. Caterpillar has a worldwide dealer network, through which they drive positive and sustainable change on every continent. They deliver products, services and technologies globally in three principal lines of business: Machinery, Engines and Financial Products.

Business Problem

With a global business and a worldwide dealer network, Caterpillar has thousands of laptops in use both in the field and in the office at any given moment. The data on these laptops is vital to the business interests of Caterpillar and needed to be safeguarded. Caterpillar desired to protect the data while minimizing the impact to global end-users.

Caterpillar had previously implemented a disciplined process to identify laptops that were lost or stolen to validate that the confidential information contained on them had been appropriately protected. Caterpillar decided in July of 2007 to purchase a tool to help protect the data on all laptops in the event that they were lost or stolen. The Information Security Services Team led an internal project to implement a data protection solution to minimize the risk that a breach disclosure would be required if a laptop was ever lost or stolen as well as protect against other confidential information from being compromised. During the process, CREDANT Technologies was chosen as the right solution to help Caterpillar mitigate this risk. Once the initial encryption has been performed CREDANT is transparent to most end-users. Caterpillar is working on upgrading to the latest version of CREDANT and that will result in further reductions in overall product support requirements.

"CREDANT has been very easy to manage and very simple to set policy."

Nicole Thacker, IT Analyst
Caterpillar, Inc.

Solution

Caterpillar is using CREDANT Mobile Guardian Enterprise Edition encryption software for laptops in the field.

Why CREDANT?

Caterpillar identified three possible partners to provide data encryption services. After careful review, Caterpillar selected CREDANT Technologies because:

- › Caterpillar needed immediate and consistent protection for approximately 25,000 laptops in the field
- › Caterpillar had already determined the future need to provide protection for removable media devices
- › Concern existed that FDE could slow down machine performance and interfere with the end-user causing a significant reduction in productivity
- › Concern existed that FDE would present a higher risk of creating blue screens and potentially "bricking" devices during the implementation process and beyond
- › CREDANT is very transparent to end-users after the initial encryption. In some cases users have not even realized that CREDANT had been deployed and was protecting the data on their machines
- › CREDANT offers the flexibility of protecting only what matters (the data), while minimizing impact on existing operations or interfering with user productivity
- › CREDANT offers complete control from one location

