

CUSTOMER CASE STUDY

TruGreen's Cybersecurity "10× Stronger" With Morphisec



Customer Profile

Based in Memphis, Tennessee, and beautifying lawns across the United States, TruGreen is the nation's largest customized lawn care and treatment services provider. The growing, privately held company has more than 12,000 employees, with annual revenue exceeding \$1.5 billion.

The company's lawn experts help more than 2.3 million residential and commercial customers maintain healthy lawns. Meanwhile, TruGreen's cybersecurity team works hard to keep its IT systems and customer data secure. However, their existing security solution was heavy, expensive, and hard to manage, and they weren't confident of its protection against unknown attacks, zero-day vulnerabilities, and ransomware.

Challenge

TruGreen faces a wide range of threats across the 6,000+ workstations, desktops, laptops, and servers their in-office staff use. TruGreen has highly distributed operations, with more than 200 branches nationwide, including on-site and remote workers.

Even though TruGreen used a multi-layered security model, their cybersecurity team wasn't satisfied with their security platform. They weren't confident it could protect them against stealthy and evasive attacks. The platform required deploying multiple endpoint agents, all with a fee. It had a significant performance overhead, slowed down machines, and created alert overload. The team faced multiple false-positive alerts every day, and each alert required hours of analysis. *(continued)*

*"Morphisec has set the standard for endpoint security for us—
9 out of 10."*

—Ryan Pagan, Cyber Security Engineer, TruGreen

INDUSTRY

Lawn Care

HEADQUARTERS

Memphis, TN

YEAR FOUNDED

1973

CHALLENGES

- Resource-heavy security
- Frequent threat monitoring
- Poor threat visibility

SOLUTION

Morphisec's Moving Target Defense technology with Microsoft Defender

RESULTS

- 2.3x return on investment
- Protects systems from unknown attacks
- Seven times higher performance
- Slashed false positives by 95 percent
- Cut software costs by two-thirds

Challenge *(Continued)*

TruGreen's Principal Security Architect, Dale Slawinski, and Cyber Security Engineer, Ryan Pagan, began searching for a replacement. They wanted better protection against advanced attacks and needed to dramatically reduce their time spent reviewing alerts.

"We were simply looking for a security solution to replace our existing platform," said Dale. "The sheer weight of the platform's agent caused us to look for an endpoint security solution that would be better, faster, and lighter."

While the operational side of the solution was important, Dale and Ryan also wanted the highest level of protection possible. After evaluating several solutions, they chose Morphisec.

"We went with Morphisec because it provides much better security, is ultra lightweight, and is highly cost-effective," said Dale.

Solution

Morphisec's breach prevention platform features a revolutionary, patented technology called Moving Target Defense (MTD). It secures critical systems against the most advanced and disruptive cyber threats. These include supply chain attacks, zero-day attacks, ransomware, fileless and in-memory attacks, and more, from endpoint to the cloud.

Morphisec augments next generation anti-virus (NGAV), endpoint detection and response (EDR/XDR), and endpoint protection platform (EPP) solutions. It doesn't need prior knowledge of threats to stop them, providing a crucial defense layer against attacks which bypass the signature-based and behavior-based detection of NGAV, EPP, and EDR.

"Morphisec is now one of the primary defenses in our Defense-in-Depth strategy to harden our attack surface," said Dale. "We're leveraging Morphisec on all our servers, workstations, laptops, and desktops, at over 200 branches nationwide. We're also using the Morphisec cloud solution to manage everything."

According to Dale, "Morphisec provides strong security while also integrating seamlessly with our existing stack." He continued, "It's remarkably easy to use and requires zero maintenance. My team and I can clearly see a full IT security picture through an informative dashboard."

Morphisec provided incredible value. "With our previous solution, it took seven agents to accomplish the same thing that we're doing with just one Morphisec agent," said Dale.

"At a super-high level, Morphisec reduces our risk because we're able to rely on this tool to prevent incidents on our users' computers," said Ryan. "So, regarding any laptop or desktop, we feel confident Morphisec will prevent an issue from becoming an incident."

PENETRATION TESTING

TruGreen brings in an objective third party each year to conduct penetration testing to identify vulnerabilities that cybercriminals could exploit.

"This year, for the first time, we were able to prevent the tester from cracking into one of our endpoints," said Ryan Pagan, Cyber Security Engineer at TruGreen. **"After implementing Morphisec, the tester couldn't figure out what was keeping him from breaking in. He spent several hours attempting to crack our security but couldn't figure it out. The tester said to us, 'Normally we can get around endpoint security stuff, but we couldn't get around Morphisec.'"**



Integration with Microsoft Defender

Windows' native security platform—Microsoft Defender, offers security at a level comparable to its direct competitors. However, like all signature-based solutions, it cannot reliably prevent zero-day attacks or evasive threats that exploit device memory.

As a Microsoft partner, Morphisec seamlessly integrates with Microsoft Defender. It acts as Defender's management application, controlling Defender's configuration, receiving alerts, and improving visibility. This allows Morphisec to offer a single pane of glass for the TruGreen team to monitor and manage Defender's systems. This enabled TruGreen to better leverage Defender's capabilities and removed the need to pay for an NGAV, EPP, or EDR.

"We like the fact that Morphisec leverages a powerful signature-based tool like Defender," said Ryan. "That allows our endpoint protection to be super lightweight, which is great for us because we don't hear people complaining about slowness on their computers. So, that's a big win."

"It took seven agents to accomplish what Morphisec is doing with one."

—Dale Slawinski, Principal Security Architect, TruGreen

Results

TruGreen realized a **2.3x return on investment** by switching to Morphisec. And that's not including the cost savings of avoiding a breach and its related consequences and costs. The average cost of a breach was up to \$4.35 million in 2022.

Morphisec also provided the following results:

Protects systems from unknown attacks: Morphisec's MTD technology doesn't wait for an attack to happen before identifying the threat and mitigating it. It proactively prevents threats at the start of the kill chain. This deterministic approach minimizes remediation costs, increases visibility and threat intelligence, and reduces the risk—and cost—of a breach.

Seven times higher performance: TruGreen's previous endpoint security solution required multiple agents and consumed seven times the resources as Morphisec's solution. MTD has negligible impact on CPU, memory, and disk resources, so endpoints and servers run smoothly and quickly, improving employee productivity.

Slashed false positives by 95 percent: "With our previous security platform, we used to get as many as fifty alerts each day," said Dale. "Now, we get maybe one or two."

Reduced alert follow-ups by 75 percent for greater operational efficiencies: "Morphisec is incredibly easy to use," said Dale. "It used to take as many as four hours each day for one person to monitor security problems. With Morphisec, we can handle things in 30-40 minutes, tops. Our team is more productive because Morphisec doesn't require us to constantly investigate false positive alerts. We can focus on other important matters."

Cut software costs by two-thirds: "With our old security solution, we were paying for lots of expensive security agents and components," said Ryan. "After switching to Morphisec, we are paying roughly a third of what it used to cost us for the software alone, not including the greater operational efficiencies. Morphisec has such a low cost of ownership that we get a bigger bang for our buck."

Schedule a demo now: sales@morphisec.com