DRIVELOCK

CASE STUDY

TAP.DE Relies on DriveLock– Both Internally and for Customers

Background and Objectives

TAP.DE serves as a trusted advisor to companies on the modern workplace, service management, and security. The company follows this philosophy: Those who recommend technologies also bear responsibility for their suitability. That is why TAP.DE regularly reviews whether the solutions in its own portfolio meet customer requirements and keep pace with developments in the security market. TAP.DE was looking for a new platform for endpoint security. It needed to prove itself both in TAP.DE's own operations and at customer sites, while meeting three key criteria:

- **Security as a core business:** A vendor that focuses on developing security technologies.
- **Comprehensive coverage in a single platform:** Multiple security solutions that integrate effectively.
- **Digital sovereignty:** A German vendor with transparent data flows, clear regulations regarding data storage and jurisdiction, as well as flexible operating models that limit technological dependencies and enable long-term control over the company's own security infrastructure.

TAP.DE

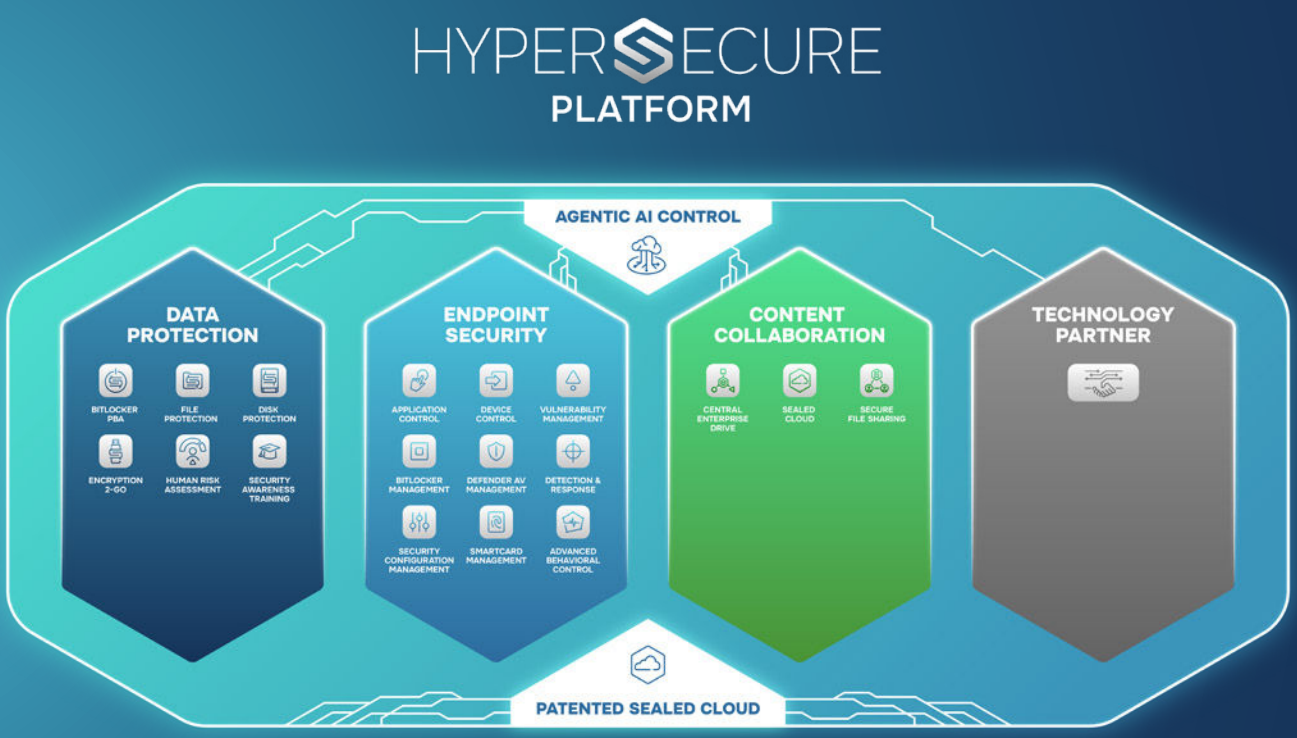
SMARTER WORK | BETTER LIFE

Why DriveLock?

After thoroughly evaluating various options, TAP.DE chose DriveLock. Michael Krause, CEO & Head of Sales at TAP.DE, describes what sets the Munich-based security manufacturer apart from the company's perspective:

"I like to describe DriveLock as a security manufacturer. By that, I mean a vendor that is highly focused on its field, works closely with customers and partners, and continues to develop its technologies with a high degree of specialization. It was precisely this focus on security that was a key reason for us to make the switch."

DriveLock also impressed in terms of digital sovereignty. The DriveLock HYPERSECURE Platform can be operated within a company's own infrastructure, in the public cloud, or on the European cloud platform STACKIT. This allows companies to choose where they operate their endpoint security and which infrastructure they use for it.



Usage and Benefits of the DriveLock Platform

TAP.DE recommends DriveLock to its customers and has also migrated its own endpoint security to the **HYPERSECURE Platform**.

For example, the **Application Control** module determines which applications are permitted to run, while **Device Control** regulates the handling of external devices and interfaces. With **Endpoint Detection & Response** (EDR), TAP.DE can detect and investigate suspicious activity on endpoints. Encryption and data control protect sensitive information. In addition, TAP.DE raises its employees' awareness of security risks through **DriveLock Aware**. After all, modern endpoint security doesn't stop at technology.

Since the migration, TAP.DE's consultants and architects have been working with the platform on a daily basis. They have firsthand experience with DriveLock and can assess how the technology can be managed and integrated into existing processes. Their customers also benefit from this. The insights gained from day-to-day operations are incorporated into consulting and implementation.

However, securing the endpoints is not the end of the process. If the security platform detects a suspicious event, it must be assessed and, if necessary, addressed. To this end, the **Security Connector**—which TAP.DE developed for Matrix42 Service Management—links security events to incident management. Events can be automatically created as tickets and then processed and documented there. Approval requests can also be handled directly from within the ticket. This reduces response times and clearly defines responsibilities among IT, service management, and security.

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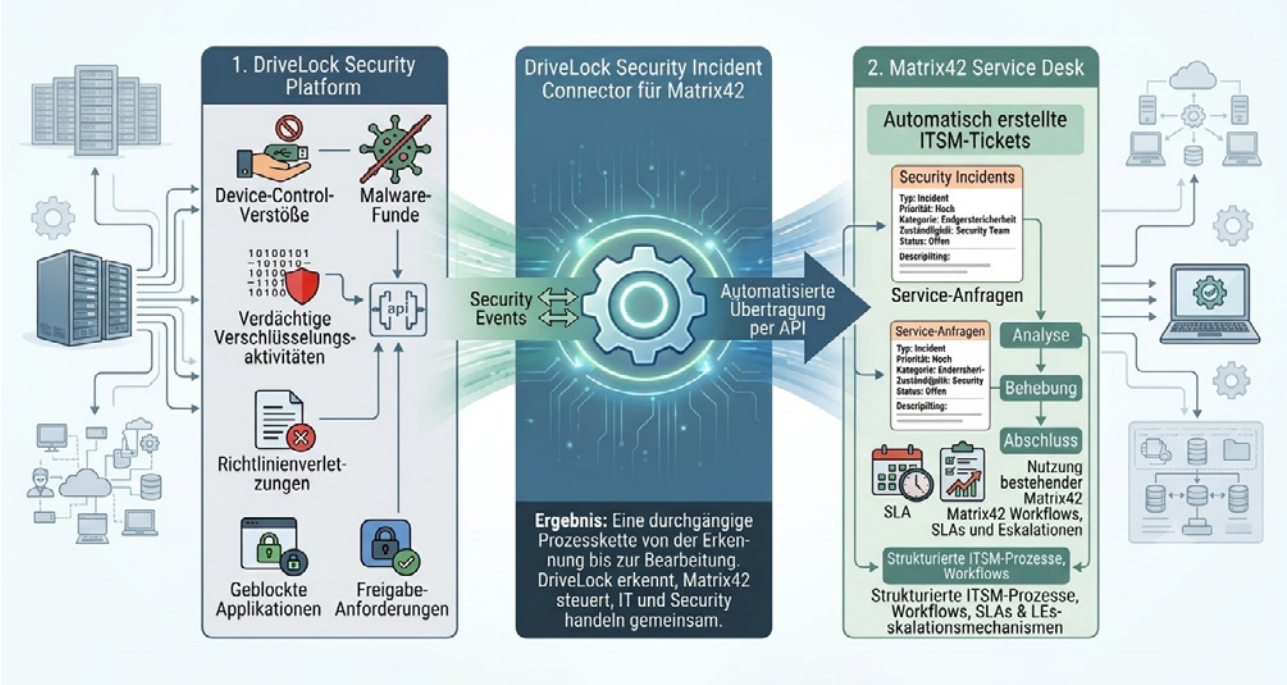
Drivelock Security Incident Connector for Matrix42

Automated Integration of Security Events into ITSM Processes



Technical Collaboration and Additional Areas of Application

As an EXPERT partner, TAP.DE brings extensive technical expertise to its collaboration with DriveLock. This includes early testing of new solutions. For example, TAP.DE is a beta user of DriveLock **Agentic AI Control**. This technology monitors the activities of AI agents on endpoints and can restrict their access to files, processes, and network targets through policies. The experience and feedback from the beta test are incorporated into the solution's further development.

DRIVELOCK

CASE STUDY

Secure Data Exchange as a Complement

The protection of sensitive information does not end at the endpoint. Companies must control who is allowed to access confidential data, particularly when exchanging information with customers, partners, and service providers. With **DriveLock idgard**, DriveLock offers secure data rooms where documents can be shared and co-edited safely. In the future, the solution is also set to play a role for TAP.DE and further complement its existing endpoint security offering.

Summary

TAP.DE is familiar with DriveLock from its own operations, from customer projects, and as an early tester of new solutions. For DriveLock, the collaboration means direct interaction with a partner that understands diverse real-world requirements and operating conditions. Customers, in turn, benefit from consultants who can assess—based on their own experience—how the technology can be operated and integrated into existing IT processes.

Since 2007, TAP.DE Solutions GmbH has been supporting companies and public institutions in digitizing and optimizing their IT and service processes. With a focus on workplace management, endpoint security, and enterprise service management, TAP.DE supports customers from strategic planning through implementation to the ongoingdevelopment of their solutions.

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To learn more about how DriveLock can help secure your organization's devices and ensure compliance, contact us today. Our team is ready to assist you in finding the right solutions for your unique requirements.

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Further information on DriveLock security solutions can be found here:

DRIVELOCK.COM

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Free 30-day trial – no obligations