



# Visibility, Value, and Vigilance

**How a major pharmaceutical company transformed security operations and earned executive confidence with Consortium's guidance**

## The Situation

For a global pharmaceutical company, cybersecurity is foundational to business resilience, compliance, and reputation. By mid-2022, the company faced a mounting challenge. Its endpoint security and overall security operations weren't keeping pace with evolving threats. The technology stack felt fragmented. Managed service providers weren't meeting expectations. And with regulatory pressures increasing, leadership needed to demonstrate the value of cybersecurity investments in a language the business could understand.

**That's when they turned to Consortium.**

## The Challenge

Their security team needed to overhaul outdated technology and streamline operations, without disrupting business innovation or daily activities. At the same time, they needed better visibility into risk and control effectiveness and a way to clearly articulate their security posture to executive leadership and the board. Managing costs remained a constant concern, as did the imperative to make smart, defensible decisions about security investments.

## The Approach



Consortium partnered with Bausch & Lomb to design a holistic transformation of its security operations. Over six to twelve months, the team migrated the company to CrowdStrike's unified platform for endpoint protection and next-generation SIEM, eliminating the complexity of juggling multiple tools. They restructured managed services, introducing a dual-provider model that strengthened coordination between internal teams and external partners.



At the heart of this effort was Consortium's Metrics That Matter® (MTM®) program. MTM provided a data-driven view of inherent risk and control coverage, enabling the CISO to translate cyber risk into business terms for the board. The framework also became a foundation for ongoing governance, with Consortium supporting quarterly reviews to help security leaders address executive questions confidently.

## The Impact

The results of this transformation were clear. Bausch & Lomb achieved faster detection and response times, improved remediation through tighter coordination, and significant cost savings through tool consolidation and managed service optimization. Workflows became more efficient, with teams now operating within a single, integrated platform. Most importantly, MTM insights helped secure board-level visibility and buy-in, enabling cybersecurity to be seen not just as a technical function, but as a core enabler of business resilience.

What began as a technology refresh became a far-reaching initiative that strengthened security posture, streamlined operations, and built lasting trust across the organization.

## Looking Ahead

Since the summer of 2022, Consortium has worked with Bausch & Lomb to overhaul multiple technology streams and vendor relationships, evolving from a solutions provider into a trusted adviser. Together, they continue to advance a security strategy that balances protection, efficiency, and business alignment — with resilience as the end goal.

