

# Crown Holdings Transforms OT Cybersecurity with Dragos Platform & Services

Crown Holdings, Inc., a global leader in metal packaging with operations spanning over 40 countries, faced mounting challenges in securing its operational technology (OT) environment amid a rapidly evolving cyber threat landscape. As a company reliant on industrial control systems (ICS) to drive its manufacturing processes, Crown recognized the critical need to enhance visibility, strengthen threat detection, and build resilience against sophisticated attacks targeting its production facilities.

Partnering with Dragos, a leader in OT cybersecurity, Crown embarked on a transformative journey to safeguard its crown jewels—its most vital assets—using the Dragos Platform and expert-led services. This case study explores how Crown leveraged Dragos solutions to overcome visibility gaps, mitigate risks, and establish a proactive cybersecurity posture, setting a new standard for industrial security in the packaging industry.



## Company Background: A Legacy of Innovation

Crown Holdings, Inc., founded in 1892 as the Crown Cork & Seal Company, has built a storied legacy as an innovator in the packaging industry. Headquartered in Tampa, Florida, the company has grown from its origins designing the iconic bottle cap to become a global powerhouse, producing one out of every five beverage cans worldwide and serving major brands across food, beverage, and household sectors.

With over 190 locations, 26,000 employees, and annual revenues exceeding \$11 billion, Crown's commitment to innovation extends beyond product design to operational excellence. Its adoption of advanced manufacturing technologies has kept it at the forefront of the industry, but as digital transformation accelerated, so did the need to protect its interconnected systems. This legacy of pushing boundaries positioned Crown to embrace cutting-edge cybersecurity solutions, ensuring its operations remain both innovative and secure in an increasingly digital world.

Tasked with leading the OT Security Program, Frank Dwyer — a key figure in Crown's Global Information Security team — realized the company's cybersecurity infrastructure needed to evolve to match its manufacturing excellence. "We were leaders in packaging innovation, but our cybersecurity approach needed a similar leap forward," Dwyer noted.

## Addressing Industrial Cybersecurity Challenges in Manufacturing

Crown faced several critical cybersecurity challenges common to many industrial organizations:



### Asset Management Complexity

With a vast network of industrial control systems across multiple sites, Crown struggled to maintain a comprehensive inventory of its assets.



### Visibility Gaps

The lack of real-time visibility into their operational technology (OT) environment left potential vulnerabilities undetected.



### IT/OT Integration

Bridging the gap between information technology (IT) and operational technology (OT) security was a significant hurdle.



### Scalability Concerns

As the company planned to expand to additional sites, ensuring consistent security measures across all locations became crucial.



We knew our systems from an operations standpoint, but we were lacking visibility from a security perspective. That's where we needed help.

**Frank Dwyer**  
Information Security Team  
Crown Holdings



## Implementing Dragos Cybersecurity Solutions for Comprehensive OT Protection

After an exhaustive review of available solutions, Crown chose to implement a suite of Dragos products:

- 1 **Dragos Platform:** A comprehensive solution for asset identification, threat detection, and vulnerability management.
- 2 **OT Watch:** For real-time monitoring and threat detection in industrial environments.
- 3 **Incident Response and Readiness (IRR) Package:** To ensure rapid and effective response to potential security incidents.

The decision to partner with Dragos was influenced by several factors:

- Alignment with the NIST cybersecurity framework
- Specialized focus on industrial cybersecurity and OT specific threats
- Positive reputation among insurance providers
- Scalability to support Crown's global footprint

## Enhancing Cybersecurity for Manufacturing: Crown's Approach

The implementation process was methodical and tailored to Crown's unique environment. Key steps included:

- 1 **Asset Discovery and Network Mapping:** Dragos helped Crown gain a clear understanding of their OT network topology.
- 2 **Threat Detection Enhancement:** The Dragos Platform significantly improved Crown's ability to detect and respond to potential threats.
- 3 **Integration with Existing Systems:** Seamless integration with Microsoft Sentinel allowed for unified visibility across IT and OT environments.
- 4 **Team Empowerment:** Dragos's solutions acted as a force multiplier, enhancing the capabilities of Crown's cybersecurity team.



Dragos gave us the visibility and increased situational awareness we needed without disrupting our operations.

**Frank Dwyer**  
Information Security Team  
Crown Holdings





## Strengthening Operational Technology Security in Industrial Environments

The impact of Dragos's solutions on Crown's operational technology security was significant:

- 1 **Enhanced Visibility:** Real-time monitoring of industrial control systems provided unprecedented insight into potential vulnerabilities.
- 2 **Proactive Threat Hunting:** OT Watch enabled Crown to identify and mitigate threats before they could impact operations.
- 3 **Simplified Compliance:** Alignment with the NIST framework streamlined compliance processes and reporting.
- 4 **Minimal Operational Disruption:** Dragos solutions were designed to work within Crown's existing environment, ensuring continuous operations during implementation.

## Seamless IT and OT Integration: A Key to Crown's Security Success

One of the most significant outcomes was the seamless integration of IT and OT security measures:







- 1 **Unified Threat Intelligence:** The Dragos Platform integration with Microsoft Sentinel allowed for comprehensive threat analysis across previously siloed systems.
- 2 **Streamlined Workflows:** Security teams could now collaborate more effectively, with shared visibility into both IT and OT environments.
- 3 **Improved Incident Response:** The integrated approach enabled faster, more coordinated responses to potential security incidents.



# Advanced Threat Detection in Industrial Systems: The Dragos Advantage

The true test of Crown’s enhanced security posture came during a penetration test conducted by an outside third-party firm. Dwyer stated, “Dragos detected the low-level reconnaissance during the initial stages of the pen test. Our capability went from needing improvement to robust detection and response.”

Key outcomes included:

					
<b>EARLY THREAT DETECTION</b>	<b>ACTIONABLE INSIGHTS</b>	<b>REDUCED CYBER INSURANCE PREMIUMS</b>	<b>SCALABLE SECURITY</b>	<b>IMPROVED TEAM EFFICIENCY</b>	<b>ENHANCED STAKEHOLDER CONFIDENCE</b>
Identification of potential threats at the reconnaissance stage, before they could escalate.	OT Watch provided easy-to-understand, plain English responses, empowering team members to take appropriate action quickly.	Unlike industry trends of rising premiums, Crown saw a decrease in costs due to their improved security posture.	As Crown expands to additional sites, the Dragos Platform provides a consistent, scalable security approach.	The solution acts as a force multiplier, enhancing the capabilities of Crown’s cybersecurity team.	The robust security measures increased confidence among customers, partners, and insurers.



## Conclusion

Looking to the future, Crown is well-positioned to maintain its leadership in both manufacturing excellence and industrial cybersecurity. Dwyer concluded, "It feels good to have Dragos on our team. Their solution works, and it's a great partnership from start to finish. We can't imagine not having it now."

Crown's journey with Dragos exemplifies the transformative impact of targeted industrial cybersecurity solutions. By addressing the unique challenges of the manufacturing sector and seamlessly integrating IT and OT security, Crown not only safeguarded its global manufacturing operations but also set a benchmark for resilience in the industry.



### About Dragos, Inc.

Dragos, Inc. has a global mission to safeguard civilization from those trying to disrupt the industrial infrastructure we depend on every day. Dragos is privately held and headquartered in the Washington, DC area with regional presence around the world, including Canada, Australia, New Zealand, Europe, and the Middle East.

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