



How JetBlue Enhanced Their Cybersecurity Posture by Using SPHEREboard

JetBlue: Pioneering Technological Advancements in Aviation

JetBlue, a leading American low-cost airline, has consistently prioritized technological advancements and robust cybersecurity measures to ensure safe and efficient operations. The airline's Director of Cybersecurity Governance Compliance and Access Management has spearheaded initiatives to strengthen their cybersecurity framework, particularly focusing on Identity and Access Management (IAM).

The Cybersecurity Hurdles Faced by JetBlue

Prior to partnering with SPHERE, JetBlue faced significant challenges in efficiently maintaining Active Directory (AD) Hygiene including gaining visibility and understanding of Privileged Access and reducing unnecessary access, as well as conducting User Access Recertification (UAR) processes. The primary objective was to enhance and scale these processes to help improve security at JetBlue by extending these processes beyond covering regulatory applications.

Strategic Partnership with SPHERE

JetBlue's security team was focused on how to get quick operational gains for UAR and in parallel a cleanup of technical identity debt. CISO had previous positive experiences with SPHERE and chose them for their dedication to partnership and their proven track record in assisting with achieving complex cybersecurity goals.

The implementation of SPHERE's Products involved a meticulously planned integration process. The setup commenced with a standard deployment, followed by the strategic placement of a SPHERE Satellite Server within JetBlue's PCI environment. This required innovative architectural adjustments to ensure that the integration did not broaden the PCI scope. Through several strategic discussions and collaborative problem-solving sessions, SPHERE and JetBlue designed a new PCI architecture that seamlessly incorporated the SPHERE technology.

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Smooth Transition and Operational Gains with SPHEREboard

Adapting to SPHEREBoard was initially challenging due to the need to align the entire JetBlue team with new processes and protocols. However, the intuitive nature of the product and the continual support from SPHERE’s dedicated team facilitated a smooth transition. Not only have the processes helped drive operational gains, but they have made the ability to prove compliance far more effective. JetBlue enlisted SPHERE’s support team to build campaign metric reports and evaluate results, accelerating the adoption process and ensuring a strong ROI for risk reduction.

JetBlue’s Future with SPHERE

Looking forward, JetBlue values the proactive approach of SPHERE in accommodating and implementing feedback. The airline has already seen several of its suggestions incorporated in recent updates, such as bulk review capabilities and enhanced visibility of group-associated computers. JetBlue anticipates further enhancements that will support their evolving needs, particularly in managing sensitive data across AI platforms to ensure robust data security and compliance.

Measurable Improvements in Cybersecurity Operations

Post-implementation, JetBlue experienced measurable improvements in their cybersecurity operations:



AD Hygiene: Identification and removal of inactive or redundant user groups and accounts, such as empty groups and disabled accounts, which constituted nearly **25%** of the total AD accounts. Confirmation of ownership for **90%** of groups and accounts, which streamlined access management and security.

Operational Efficiency: SPHEREboard enabled the retirement of about **75%** of identified outdated groups/accounts and supported campaigns to verify all privileged accounts, thereby enhancing overall security and operational efficiency. These improvements have significantly contributed to lowering technological debts and enhancing the overall security posture at JetBlue.



UAR Processes: SPHEREboard has enabled JetBlue to recover significant people hours that would otherwise be spent on preparing and validating user access reviews.

Data Access Management: In addition to AD Hygiene, JetBlue is using SPHEREboard for Data to identify shares with no activity, retiring stale shares with sensitive data, and to drive Least Privilege Access to data, preparing for Copilot implementation.



A Game-Changer Partnership for JetBlue

"Partnering with SPHERE has been a game-changer for JetBlue. We've seen significant improvements in our Active Directory (AD) hygiene and have streamlined our User Access Recertifications (UARs), making our cybersecurity operations much more efficient. SPHERE has enabled us to not only strengthen our security, but it has also saved a lot of time that would have been spent on manual reviews."

We've been working with SPHERE for over a year now and couldn't be happier with the results. Their team is always ready to listen and adapt to our needs, and their product has consistently delivered on its promises. The proactive support and regular updates have been incredibly valuable as we continue to evolve our cybersecurity strategies..

JetBlue would highly recommend SPHERE to any company looking to enhance their Identity and Access Management (IAM) practices.

About SPHERE

SPHERE is the global leader in Identity Hygiene. We are dedicated to reshaping modern identity programs by embedding this foundational fabric, enabling organizations to quickly reduce risks. Our expertise lies in leveraging automation to deliver immediate time-to-value. We work through an identity lens that protects an organization's accounts, data, and infrastructure.

Driven by our core values of passion, empathy, and authenticity, our vision drives us to continually innovate. We're ready to help you address your Identity Hygiene and security challenges.

We're ready to help you address your identity hygiene and security challenges. To find out more about SPHERE and our solutions, please visit www.sphereco.com.