



## Case Study: Retail

## Managed IT Security Services

### The Facts:

**Nationwide Retail Chain** – One of the country's leading pet stores with a chain of over 150 outlets nationwide. Their growth plans include 70 more shop openings, expanding and relocating their HQ as well as growing their offerings, all by the end of 2018.

- ✓ 24/7 Network Monitoring
- ✓ Proactive defense against attacks
- ✓ GDPR and PCI Compliant
- ✓ All Assets Protected
- ✓ Consistent End User Experience



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### The Challenge:

Having suffered from two serious cyber incidents in a four week period which caused disruption and downtime to key parts of the business, this large high street retailer approached Metaphor IT to assist in creating an improved IT security posture.

The challenge that the client had was that they wanted to improve their IT security but they did not want to impact how their staff interacted with IT. This meant that any solution had to be easy to use and show as little change as possible to the staff working within the stores.

The solution had to ensure that the company met PCI DSS, GDPR, ISO 27001 and other standards. The client did not have an internal security team and had no desire to build an expensive cyber team so the whole solution needed to be managed by external experts.

### The Solution:

Before Metaphor IT prescribed a solution, we took the time to conduct a full analysis of the existing IT systems, considering areas of vulnerability and risk across the IT estate.

We then considered compliance requirements and created a risk matrix for discussion with the client.

Area	Description of Risk and Impact	Risk Owner	Impact	Likelihood	Risk Rating	Mitigation Strategy	Post Mitigation Impact	Post-Mitigation Likelihood	Mitigation Completed?
IT	External Penetration Testing is not carried out on a regular basis		4	3	12	Ongoing Penetration testing to be conducted	2	1	2
HR	Acceptable Use Policy requires amendment to align with GDPR standards		3	3	9	Acceptable use policy to be amended to take into account GDPR	2	2	4
HR	Staff contracts or handbook may need amendment to take into account GDPR		3	1	3	Staff handbook to be amended to reflect GDPR standards	1	1	1
HR	Data Protection Policy requires updating		4	3	12	DPP to be updated to reflect GDPR and ensure data is handled and stored to the client's standards.	2	2	4
Compliance	Many of the client's suppliers handle sensitive and PII information. Many do not meet current or GDPR data standards.		5	5	25	All suppliers to complete GDPR questionnaire and to achieve GDPR standard in order to stay a supplier	3	3	9

*Risk Register to highlight key areas within the business to address, that don't meet regulation requirements.*

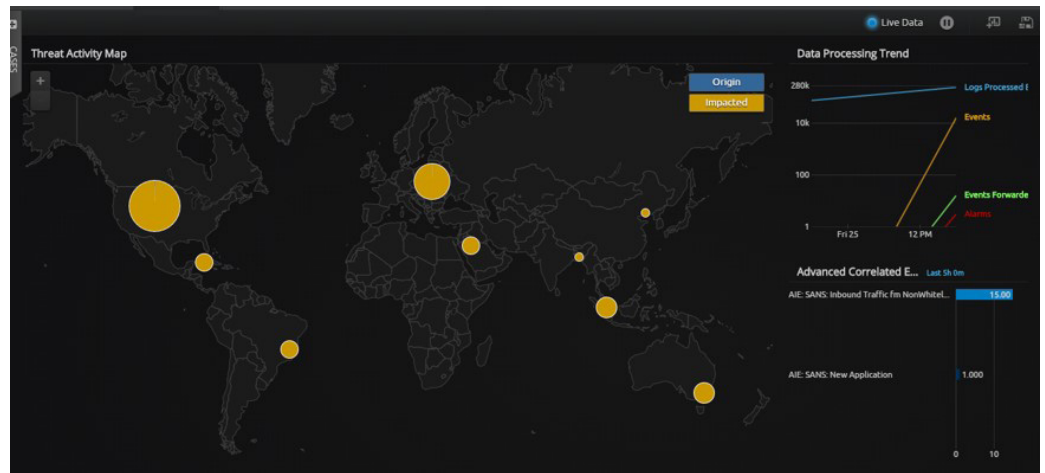
Our Cyber Analysts spend their time evaluating these threats, determining if a vulnerability exists that we need to address or if a malicious attack materialises that we need to stop. Either way, we'll filter all the noise and alert you when we have discovered something that requires action.

## The Solution:

During careful consultation with the client we designed a security improvement plan which saw the installation of a managed SIEM solution, managed firewalls, continual penetration testing, end point protection, intrusion detection devices and encryption technologies.

The whole solution is managed across Metaphor IT's fully redundant and geographically dispersed Security Operations Centres, ensuring the client has a responsive and proactive cyber team monitoring the IT systems 24x7x365.

Our Security Operation Centres (SOCs) provide incident detection and response services for security breaches and malicious behaviour on a 24x7 basis using some of the best technology in the industry. We are able to detect and respond on all IT assets including virtual assets, cloud and traditional infrastructure.



*Threat activity Map which shows where activities are occurring and where they originated—all in real time. You can drill down and export data to expedite your investigation.*

## The Results:

Since the implementation of this solution, the client has not suffered from any outages or data breaches. The Security Operations team at Metaphor IT have detected over 2000 attempted cyber incidents on the infrastructure and have successfully fought off these attacks.

The team have also implemented a continual security improvement plan with the client, ensuring that the security posture is constantly tested and enhanced to fend off new and emerging threats.

The cyber incidents, prior to this solution being implemented, are estimated to have cost this retailer in excess of £500,000.

**Find out more about our range of Managed IT Security Service by visiting:**

<http://metaphor-it.com/soteria-managed-cyber-security-service/>



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