

# Award Winning Managed SOC Services for a Luxury Goods Retailer

## Client Background

A FTSE 100 luxury goods retailer, headquartered in London, with a global footprint.

## Challenge

Protecting the retailer's prestigious, high profile brand is continually at the forefront of the Board and Shareholder's concerns. Its IT Security Operations Director contacted Adarma to discuss improving the organisation's ability to detect and respond to constantly evolving cyber threats.

Historically, a global Managed Security Services Provider (MSSP) monitored the retailer's environment for potential security breaches. However, following a review, they recognised the limitations of the existing MSSP's 'off-the-shelf' services, which could not be customised to meet the business' requirements. They required a more agile MSSP that could provide a tailored service to satisfy the demands of their business and provide necessary assurances to their Board and Shareholders.

## The Adarma Solution

To meet the client's bespoke service requirements, Adarma delivered a hybrid solution, leveraging both shared and dedicated service components. The Adarma-managed, 24x7 Security Operations Centre (SOC), built on a Splunk platform, works in partnership with a committed on-site presence.

Our dedicated on-boarding team worked with the client to deliver a truly integrated services partnership and a solution that answered their requirements. Adarma's SOC teams initially conducted investigation workshops and then used structured collaboration methods to design a service that met the client's needs. During this consultative process, Adarma identified additional

crucial client requirements and was able to expand the scope to include data analytics, SIEM support and maintenance, and threat hunting activities.

The provision of the Threat Monitoring Service and these additional services continue to drive the security posture of the client forward. New and improved Use Cases are delivered in line with the client's priorities and built on the Adarma team's contextual awareness of the business.

## Adarma Managed Security Services

The Adarma SOC, based in the UK, delivers Adarma's Managed Services with a shared, highly experienced team. Key to the service is maintaining high contextual awareness of the customer, its business and the wider threat landscape. Adarma cap the number of customers per SOC team, ensuring that the team has visibility and learning across a number of customers and maintains a deeper level of knowledge of specific clients.

The Director responsible for MSSP at the client is an experienced industry veteran and commented that the service is "the best they have ever seen, as Adarma's agility and the high context the team maintains sets it apart from the rest of the market".

Adarma's experience working with some of the world's most prestigious companies and focus on SOC mean the teams have the knowledge and expertise to ensure security monitoring that is right for the client.

## Benefits

Some of the key benefits include:

- ▼ Greater visibility of the client's environment and potential threats – 24x7 proactive threat hunting, investigation and resolution.
- ▼ Improved Service Partnership with a SOC team that understands the client's whole business.
- ▼ Increased Service Transparency – ECS provides the client with full visibility of the investigation tools, as well as all actions and investigations.
- ▼ Continual Service Improvement based on new monitoring and use cases as a standard – no complex change records or time-consuming discussions.

Contact us to discuss your \*Service Name\* requirements [enquiries@adarma.com](mailto:enquiries@adarma.com)

[www.adarma.com](http://www.adarma.com)

## Why ADARMA ?

As a business formed and run by former senior security leaders, Adarma are proud to sit amongst the largest independent security services companies in the UK, counting almost 30% of FTSE 100 organisations as clients.

We are multi award-winning enterprise-native consultants, we're experienced and with a proven track record of working with clients from highly regulated industries to provide tailored, fit for purpose services and being their predictive and proactive guardians.