

SUCCESS STORY

Spicerhaart

With stretched resources, Spicerhaart approached CyberLab to help make the most of their Sophos products and stay protected around the clock with Sophos Managed Detection & Response (MDR).

Sector Real Estate

People 2,000+

Solutions Sophos Managed Detection and Response, Sophos Central and Sophos Firewall

Spicerhaart are one of the UK's most innovative estate agency groups, combining independent residential sales and lettings with integrated financial services. They help sellers to secure the best possible price for their property through award-winning marketing techniques and cutting-edge technology, as well as providing support to those buying, renting or letting a property.

Andrew Chaplin, IT Infrastructure Team Lead at Spicerhaart, leads a team of three at the headquarters location that oversees the company's entire infrastructure: servers, firewalls, user services, mobile provisioning, endpoint,



and network security. While Chaplin and his team strive to keep Spicerhaart as secure as possible, they are always balancing the need for protection with allowing users to do their jobs unobstructed.

Spicerhaart and CyberLab have worked successfully together over a period of many years, with Spicerhaart using Sophos solutions throughout this time to protect their data.

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The Challenge

After implementing a range of Sophos products over the years, Spicerhaart had reached a point where they had a comprehensive set of security solutions in place, but, due to the limited resource available, the Spicerhaart team were now struggling to manage with the volume of alerts in-house, leading them to question if they had the resource to respond effectively should a potential threat be detected.

With Sophos products protecting their data, they recognised with the lack of available resource that it was key to make the most out of their existing product range. By doing this they could ensure they were being used to full capacity to protect, detect, and respond to potential threats around the clock.

The Solution

We presented their team with two options: Sophos Endpoint Detection and Response (EDR), or a move up to Sophos Managed Detection and Response (MDR). After reviewing EDR Andrew and his team recognised that it would require internal resource, skill, and time to use this option at its full potential, and that EDR was not going to solve the underlying business challenge. By opting for Sophos MDR they gained the ability to fill time-sensitive holes whilst working on larger projects.

Initially unsure that they would be able to build a strong-enough business case to justify the investment, by leveraging CyberLab's

Platinum Partner relationship with Sophos, we were able to secure a substantial cost reduction. With the new deal in place, their CIO and Board saw the value and recognised the need for additional protections to support the in-house team.

Sophos MDR was signed off as the solution to the business challenge and brought forward from a February renewal to December, giving Spicerhaart protection over the busy Christmas and New Year period.

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The Outcome

Sophos MDR gave immediate benefits upon implementation. First, Sophos MDR's 'health check' was performed before go-live, which was able to review Spicerhaart's entire estate and check any misconfigurations. Sophos were then able to offer their recommendations.

Secondly, with news of the SolarWinds attack, Spicerhaart were able to engage with MDR and receive a free threat hunt across their estate. This provided the peace-of-mind that they were not at risk and allowed them to see how MDR undertake a threat hunt.

Since going live, Spicerhaart have continued to receive various alerts from MDR. Andrew Chaplin says, "To see this being done in the background is beneficial and ensures any potential threats are not left too late."

CyberLab's relationship with Spicerhaart continues, with everyone pulling together in the same direction and supporting Spicerhaart with answers to any questions, as well as meeting the ongoing requirement to keep prices down.

"Sophos MDR has become a fourth member of the team, someone who can wear that security hat 24/7/365. With MDR in full on 'hands off mode' we know we are continually protected around the clock, and with continued support from CyberLab we are able to ensure our solutions are always fit for purpose."

Andrew Chaplin, IT infrastructure





ABOUT THE SERVICES AND SOLUTIONS FEATURED

Sophos MDR

Where others stop at notification, Sophos MDR takes action.

Few organisations have the right tools, people, and processes in-house to manage their security program around-the-clock while proactively defending against new and emerging threats.

Unlike other MDR services which simply notify you of suspicious events, Sophos MDR provides an elite team of threat hunters and response experts to take targeted actions on your behalf to neutralise even the most sophisticated threats.

This means you won't have to worry about detecting, classifying, and responding to threats – you'll have a team of 24/7 threat hunters to do it for you.

With Sophos' extended detection and response (XDR) capabilities providing complete security coverage over your data, Sophos MDR could be the perfect solution if you do not have the internal resources to implement and maintain a SIEM/SOC solution.

Our People. Our Platform. Protects You.

CyberLab is a specialist cyber security company that provides a wide range of security solutions and services.

Your one-stop cyber security advisor, the CyberLab team is equipped with the right technology, knowledge, and expertise to help businesses of all sizes, including large public sector organisations.

By leveraging world-class technology, decades of experience, and our vendor partnerships, we have helped to secure thousands of organisations across the UK.

Our unique Detect, Protect, Support approach makes us the perfect partner to review and reenforce your cyber security defences.



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