

## SEALEY GROUP'S SUCCESS STORY

# Protecting E-Commerce Operations from Cyber Threats

Sealey Group, a family-run business established in 1978, has grown into a trusted provider of professional tools and workshop equipment. Operating from a 650,000 sq. ft. facility in Bury St Edmunds, their 400+ strong team supports industries like construction, automotive, and agriculture with over 13,000 product lines. Renowned for exceptional customer care, Sealey Group also offers comprehensive aftersales services, including repairs and maintenance, through their Dealer Network. Their e-commerce platform plays a vital role in delivering a secure and seamless experience to customers worldwide.

## The Challenge

Sealey Group's e-commerce operations face persistent threats, from ransomware to phishing and other evolving cyber attacks. As an omnichannel retailer, aside from their storefront operations, part of Sealey Group's business continuity hinges on a secure e-commerce platform and online payment system. Protecting customer trust and sensitive data, such as financial information, is paramount. Additionally, any compromise to their systems could lead to downtime, lost sales, and reputational damage.



Ransomware remains the most prevalent cyber threat to retail, affecting 45% of omnichannel operations last year, according to the Sophos State of Ransomware Report 2024. For Sealey Group, a secure e-commerce platform and online payment system are critical to business continuity, customer trust, and brand reputation. Handling sensitive personal and financial data, their systems require regular penetration testing and robust cyber security measures to prevent downtime, data breaches, and financial loss, ensuring a seamless and secure experience for their customers.



## The Solution

CyberLab began with a rigorous penetration test, starting with an external infrastructure assessment to uncover vulnerabilities in Sealey Group's publicly accessible systems. Our team then conducted an on-site assessment to simulate real-world attack scenarios within Sealey Group's corporate network. This comprehensive approach was designed to identify critical gaps and reinforce Sealey Group's resilience against potential cyber threats.

To ensure robust protection, we implemented a layered security strategy combining advanced threat detection, email security, and robust endpoint defences, creating multiple barriers against potential attacks. With the sophistication of modern threats on the rise, where attackers increasingly exploit legitimate applications for malicious purposes, Sealey Group sought robust defences against even the most advanced attacks. To meet this need, we collaborated with our partner Sophos to implement Sophos Managed Detection & Response (MDR), alongside a support package from our Managed Services team.

Sophos's Managed Detection and Response (MDR) service, supplemented by the CyberLab Managed Services team, offers expert-led 24/7 threat hunting to proactively identify and mitigate potential risks within Sealey Group's network. Sophos tools automatically neutralise most threats, allowing their analysts to focus on detecting the most sophisticated attackers—those that can only be detected and stopped by a highly skilled team. Additionally, Sealey Group sought to enhance their email security. In partnership with Mimecast, we implemented advanced email security for both internal and external mailing systems, providing targeted threat protection and remediation. A Microsoft Teams archive was also set up to securely store customer data, complemented by a secure file-sharing service and 24/7 telephone support. Throughout the process, Sealey Group benefited from our dedicated account management team and trusted consultancy. Our long-standing partnership allowed us to understand their specific needs, providing tailored solutions and fostering a proactive approach to cyber defence.

## The Outcome

The integration of targeted cyber security measures has significantly strengthened Sealey Group's defences, reducing the risk of downtime and ensuring the uninterrupted flow of operations.

Proactive, 24/7 threat monitoring through Sophos MDR and enhanced email security have bolstered resilience against advanced threats, safeguarding customer data and sensitive communications.

These measures have not only minimised operational risks but also reinforced customer confidence and provided peace of mind, enabling Sealey Group to focus on delivering exceptional service across their omnichannel operations.

## Conclusion

By implementing a robust cyber security framework, Sealey Group has successfully mitigated risks, ensuring business continuity and customer trust. Their commitment to proactive defence, supported by CyberLab and Sophos, exemplifies how a tailored approach to cyber security can empower businesses to thrive in a challenging digital landscape.

**A strong partnership:** We have partnered with Sealey Group for over six years, collaboratively navigating the constantly evolving cyber security landscape to ensure they are well-equipped to address any form of cyber threat.

As a result of the measures implemented, Sealey Group can confidently navigate the digital landscape, maintaining operational integrity and upholding customer trust while reinforcing their position as a leading omnichannel retailer. The collaboration has proven that with the right cyber security framework in place, businesses can thrive even amidst a challenging cyber environment.

“Working with CyberLab has greatly enhanced our cyber security posture. Their proactive approach and tailored solutions have strengthened our defences, ensuring our customer data and operations remain secure. The 24/7 support and expert guidance from their team have been invaluable, allowing us to focus on serving our customers with confidence and peace of mind.”

**Tim Thompson,**  
Operations Director

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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 reinforce your cyber security defences.



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