

Moat Success Story

Securing Housing Associations

Moat is one of the South East's leading housing associations, managing over 20,000 homes and supporting more than 40,000 residents. With over 400 employees, Moat provides essential housing services across Kent, Essex, Sussex, and London. Like many housing associations, Moat must contend with an evolving cyber threat landscape - where the risk of ransomware, phishing, and supply chain attacks is ever-present. These threats are compounded by the sensitive nature of the personal and operational data the organisation holds.

To stay ahead of these risks, Moat partnered with CyberLab to implement a robust cyber security package - comprising Managed Detection and Response (MDR), penetration testing, and ongoing strategic support. This proactive approach ensures resilience, regulatory confidence, and 24/7 peace of mind.

The Challenge

Moat had already laid strong foundations for cyber security, but with cyber threats evolving rapidly, the need for continuous monitoring and expert support became clear. Their internal IT team was efficient and knowledgeable but lacked the capacity for round-the-clock coverage - particularly during evenings, weekends, and holidays.



The organisation needed a solution that would extend its security operations, offer real-time threat detection and response, and add external expertise. At the same time, Moat was looking to validate its internal defences through offensive security testing - ensuring any vulnerabilities could be identified and addressed in advance.



“We know that our customers, colleagues and partners trust us with their personal data, and we take that responsibility very seriously. CyberLab’s deep technical knowledge and proactive support have been instrumental in helping us navigate complex threats with confidence. Their team of experts have become a trusted extension of our IT function.”

Warren Yeo, Head of IT Services

The Solutions

CyberLab worked in close consultation with Moat to shape a tailored solution. The deployment of Sophos MDR, implemented with full wrap-around support from CyberLab, provided Moat with instant access to 24/7 threat detection, expert investigation, and guided incident response.

While Sophos delivers the MDR service, CyberLab’s consultative support ensures Moat’s internal IT team benefits from consistent, ongoing advice and clear escalation paths - bridging any in-house capacity gaps.

In parallel, CyberLab’s penetration testing service was commissioned to assess Moat’s infrastructure from an attacker’s perspective. This testing was discreet, strategic, and aligned to Moat’s specific operating environment, offering assurance without disruption.

All services were backed by CyberLab’s Security Support team, offering senior analyst insight, triage assistance, and ongoing technical consultancy to help Moat manage its threat landscape proactively.

The Outcome

The combined delivery of MDR, penetration testing, and hands-on support has significantly strengthened Moat Home's cyber resilience. With 24/7 monitoring and expert guidance in place, the organisation has reduced its risk exposure without adding pressure to internal resources.

Penetration testing provided valuable insights, helping Moat to prioritise improvements and demonstrate robust governance in line with sector expectations.

Moat continues to work closely with CyberLab for strategic advice, operational support, and assurance. The relationship has evolved into a trusted partnership - providing the tools, insight, and confidence needed to stay secure while delivering essential housing services.

"With Sophos MDR in place and CyberLab's wraparound support, we have 24/7 peace of mind knowing threats are being monitored and addressed by people who understand our environment."

David Marsden, IT Security Engineer



Protecting the nation, business & people.

CyberLab is the UK-leading cyber security consultancy and managed services provider, trusted by over 1,200 enterprise businesses, government departments, and household names to secure their operations, systems and data. With more than 30 years of combined expertise, we take a deeply consultative, partnership-led approach guiding clients at every stage of their cyber journey.

Our strength lies in our people - highly accredited consultants, CREST and CHECK - approved penetration testers, and cyber specialists who don't just assess risk, but turn it into clear, strategic action. We combine technical rigour with practical, hands-on support through assessments, long-term advisory, and fully managed security services.

As an NCSC Cyber Advisor, Cyber Essentials certification body, and CREST-accredited partner, we've successfully delivered 1,500 Cyber Essentials and Cyber Essentials Plus certificates, helping businesses meet compliance and build long-term resilience. Protecting the nation, business and people.



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