

GLOBAL RETAILER SLASHES RISK WITH SECUREWORKS THREAT DETECTION AND RESPONSE

Secureworks Taegis ManagedXDR provides UK retailer boohoo with a complete view of its security and IT landscape to detect and respond to threats faster and more effectively



Name: boohoo
Industry: Retail
Country: United Kingdom
Employees: 8,000

CHALLENGES:

- Detecting and investigating threats across IT landscape
- No end-to-end view of their environment
- Visibility into response time when alerts are detected

SOLUTION:

Secureworks® Taegis™ ManagedXDR

- Holistic threat detection across IT and security tools
- Collaboration during threat investigations
- Robust threat intelligence and threat hunting capabilities

BENEFITS:

- Expert monitoring around the clock
- Collaboration via live chat with platform transparency
- Rapid notification of threats and findings from threat hunts

CHALLENGE

Boohoo is a global brand of clothing, shoes, accessories, and beauty products that is experiencing rapid growth, with revenue up 14% in 2021, while maintaining profitability throughout the pandemic. With growth, boohoo is challenged with maintaining a strong security posture. While they had not experienced a breach, they lacked the visibility into threat detection and investigation needed to understand the true state of their preparedness and the efficacy of their response.

They wanted to understand what extended detection and response (XDR) technology could do for the company's security approach and began exploring software-based solutions including the Secureworks® Taegis™ platform. In addition to a clear view of its IT landscape, boohoo also wanted thorough and timely threat intelligence and 24/7 coverage.

"We were intent on putting all security information from our environment together into one platform," said Dorian Skeete, boohoo Head of IT Security. "We wanted visibility seeing lots

CASE STUDY

of different logs from lots of different asset sources in one place so we could gain the proof points we needed about the strength and preparedness of our cybersecurity posture.”

SOLUTION

Taegis collects telemetry from every corner of a customer’s environment, including their endpoints, network, cloud, identity, and other business systems. But while boohoo needed that strong security platform, the team also needed 24/7 monitoring and strong security expertise. That led boohoo to explore a managed service built on Taegis.

Secureworks Taegis ManagedXDR is a 24/7/365 managed detection and response (MDR) solution that delivers superior detection and unmatched response to customers, reducing their risk, optimizing their IT and security investments, and filling talent gaps from the global cybersecurity skills shortage. The solution also includes monthly threat hunting, the latest threat research, incident response services, and access to security operations experts in as few as 60 seconds through live chat directly from the Taegis platform.

“The onboarding for Taegis ManagedXDR was great,” said Neil Todd, Senior Cyber Security Analyst. “Secureworks worked with us step by step and helped our team get on board easily.”

It didn’t take long for Taegis to begin producing results. Soon after implementation, a threat hunt detected the presence

of the Log4J vulnerability. This serious vulnerability allows a threat actor to deploy malware or ransomware. “Taegis saved us a lot of work,” Todd said. “We were able to get our systems updated for Log4J because Taegis alerted us to it right away.”

BENEFITS

“What impressed me right away was the functionality,” said Ewan Osborne, Cyber Security Analyst, highlighting the visibility they share across the platform with Secureworks experts. “We use what Secureworks security analysts use. That was definitely a plus.”

A key aspect of that functionality is the ability to contact a Secureworks security expert via live chat in the platform – in as little as 60 seconds or less. “I’ve had instances where we are working on an investigation, and I’ve used the instant chat function,” Osborne said. “I start working alongside one of your security experts within a minute to help resolve issues.”

Taegis ManagedXDR features collaboration and instant access to security experts for rapid response to threats, allowing users like Todd to quickly understand what Secureworks is doing to help reduce their risk. Investigations can be collaborative to the extent a customer wants, and boohoo has leaned on Secureworks security operations expertise in investigating potential threats. “If my team wants visibility into an investigation, they can go into Taegis and see exactly where the investigation is and the potential risk,”

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In addition, from the beginning of implementation, the boohoo team was impressed with the Taegis platform’s ease of use.

Taegis ManagedXDR comes with monthly proactive threat hunting, during which Secureworks scours their environment for stealthy threats. “We try to keep a view on the grand scheme of the cybersecurity landscape,” Osborne said. “Of course, many of our concerns are going to be what’s going on within our organization. But Secureworks brings a scale we can’t achieve alone and can spot things that we might overlook. That’s what we have experienced with some threats Secureworks has detected.”

Detections come with rapid notification, something Todd said he appreciates.

“I get an email alert to let me know something is going on, and it’s basically instant. If I’m not in the platform at that moment, I just log on and see the alert and recommendations,” he said.

The combination of advanced technology, security expertise and transparency give the boohoo team the confidence that Taegis ManagedXDR is the solution to reduce the company’s risk, maximize its existing investments, and supplement the team with security experts to keep the organization’s security posture strong. “It’s our safety net,” Todd said. “I wouldn’t want to be without it.”

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About Secureworks

Secureworks® (NASDAQ: SCWX) is a global cybersecurity leader that protects customer progress with Secureworks® Taegis™, a cloud-native security analytics platform built on 20+ years of real-world threat intelligence and research, improving customers’ ability to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.



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speak to a Secureworks
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