

CASE STUDY

The Paper Store Upgrades Cyber Defense with Secureworks® Taegis™ ManagedXDR

The Paper Store expanded security coverage and boosted detection and response capabilities with a managed solution that can grow with its business



Company: The Paper Store

Industry: Retail

Country: United States

Employees: 3,000+

Solution

The Paper Store selected Secureworks Taegis™ ManagedXDR for around-the-clock monitoring and investigation of high and critical alerts, plus deep visibility and scalability.



Overview

From humble beginnings at a small newspaper stand in Maynard, Mass., in 1964, The Paper Store has grown to more than 80 locations throughout the Northeast United States, while its online business jumped 10-fold in 2020. With more than 3,000 employees, The Paper Store has expanded its array of gift offerings to meet the changing shopping habits of its customers, while anticipating more growth to its business operations.

Challenges

Alex Fuchs, Director of IT for The Paper Store, describes it as, “an unforecasted need.” In the summer of 2020 amid booming growth of the company’s e-commerce presence, Fuchs secured an incident response retainer from Secureworks to ensure their security posture was adequate. While performing threat hunting, Secureworks discovered unauthorized activity in a data center. That set off a chain of events that resulted in discovery of a compromised third-party account on a development server. Secureworks

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investigated, isolated, and patched the server, and analyzed the rest of The Paper Store's IT environment to make sure no other assets were compromised.

For Fuchs, this incident underscored the importance of doing more to secure the corporate environment, especially at a time of rapid expansion of The Paper Store's online presence. The incident response activity by Secureworks served, as Fuchs recalled, "one heck of a sales pitch" for something more. Having previously explored the Secureworks Taegis ManagedXDR offering, Fuchs asked a simple question when he sought approval to purchase: "Is there a reason why we don't have this level of protection all the time?"

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Alex Fuchs
Director of IT,
The Paper Store

Solution

The combination of Secureworks rapid response to the incident on the developmental server and a C-suite well versed in the criticality of protecting The Paper Store's accelerated growth made the decision an easy one, Fuchs said. ManagedXDR is Secureworks 24x7 managed detection and response service. Using Secureworks Taegis platform, ManagedXDR also features threat hunting and incident response capabilities to help organizations like The Paper Store scale security operations, leveraging insights gained from incident response engagements, threat research, and 20-plus years of protecting thousands of customers.

Building out a security staff to take on around-the-clock monitoring and response actions was not feasible for The Paper Store, either from a logistical or budgetary perspective. "We need to have 24x7 coverage," Fuchs said. "Hiring that type of headcount was not in our budget." Fuchs needed a partner he could rely on, one that would act in a professional, consultative, and decisive way. Secureworks has demonstrated just that during the incident response situation. "Our previous experience with Secureworks made it easier to justify Secureworks ManagedXDR," Fuchs said.

Benefits

The Paper Store sees multiple benefits for deploying ManagedXDR, including increased visibility across its IT ecosystem. Fuchs said the company uses Carbon Black Cloud Version 3.6 endpoint technology, which integrates with the Taegis platform and further expands The Paper Store's ability to see what's occurring in their environment. "We treat it like another agent, like Secureworks Red Cloak Endpoint Agent," Fuchs said. "We can leverage everything that the Secureworks SOC and the Taegis platform has to offer."

One moment validating that point comes to mind for Fuchs, who described how an employee working from home had a family member who experienced a breach of a personal device. The Paper Store's IT staff quickly looked at the employee's corporate device to see if the breach had impacted it, found a couple of phishing emails blocked by

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Office 365, and changed the employee's corporate passwords.. “The log data was in Taegis; we could see it,” Fuchs explained. “It’s a unified security picture. ... What may have taken 2-to-3 hours, we were able to do in 15, 20 seconds.”

Having that type of visibility and having it around the clock is critical for The Paper Store. As Fuchs says, “Logging to Taegis every endpoint, every server, every end user in our environment, we have complete visibility.” Also important is the ability to have a solution like ManagedXDR, which can scale as the organization’s business continues growing. “If you’re growing, you need a SOC that’s going to grow with you,” Fuchs said.

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The Paper Store

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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security specialist
[secureworks.com](https://www.secureworks.com)