Secureworks®

CASE STUDY

Rollins Boosts Improvements with Secureworks® ManagedXDR

Rollins leverages Taegis™ ManagedXDR to maximize security posture and augment security team

ROLLINS®

Company: Rollins

Industry: Pest Control

Country: Global

Employees: 13,000+

Solution

Rollins selected Secureworks Taegis™ ManagedXDR for:

- 20-plus years of security expertise and understanding of the global threat landscape
- Increased visibility 24x7x365 across their environment
- Value provided by a committed security partner

Overview

Rollins is the world's largest pest control company, operating over 20 brands, including Orkin and Clark Pest. Rollins has over $2 billion USD in annual revenue, and over 13,000 employees and associates around the globe. The company is split into two divisions. The first serves commercial customers, such as hotels, airlines, bars, and restaurants. The second division focuses on the residential market.

Challenges

Rollins needed to mature their cybersecurity program to match the complex threat landscape. Their security personnel were overwhelmed and often scrambling to perform investigations — with little context into the threat. Rollins sought to enhance security visibility across its environment, augment their understanding of adversarial tactics, and effectively detect, investigate, and respond to incidents. In the words of Kevin Morrison, Vice President of IT and Chief Information Security Officer, "We actually had a couple of months where we were able to step back and think about things. The answer was pretty clear: You need a managed service, and you need it yesterday."

Solution

Taegis ManagedXDR is a 24x7x365 managed detection and response (MDR) service in which Secureworks experts monitor customer environments and take immediate action to triage and escalate security incidents based on priority. ManagedXDR also features threat hunting and incident response capabilities to help organizations like Rollins scale security operations and leverage Secureworks insight into the global threat landscape.

ManagedXDR gives Rollins the backing of Secureworks experts – who can respond to threats outside of normal business hours – plus a singular real-time view of alerts and investigations. Managed XDR helps Rollins take the next step on its security-maturity journey. "We had a very low-maturity cyber program, and we needed to very rapidly enhance it and gain full visibility of our environment," Morrison said, "versus us putting in a SIEM, and finding people, and doing all the traditional stuff."

Building any successful partnership is contingent on communication. "The communication between Rollins and Secureworks security-operations staff has already added value," said Kevin Clark, Managing Director, Cybersecurity. "We have our own vision around what we want this to look like as we progress, what those success criteria and key performance indicators are," Clark said. "We have a very interactive conversation with Secureworks when we do that. For me, that's refreshing. It's nice to have a partner that's as invested in that relationship as we are."

Benefits

As part of Rollins's maturity plan, assessments are performed against its security program annually. They have shown that ManagedXDR has helped drive improvements. "We are in the position now where it's about continuous improvement," Clark said. "When we have our assessments done, we get a lot of kudos and a lot of pats on the back for where we're at."

One big benefit of ManagedXDR is the Threat Engagement Manager (TEM) program. Rollins meets quarterly with their Secureworks TEM. These meetings focus on trends and notable activity observed within Rollins's environment, plus insights to further drive their maturity process. This sharing of knowledge and perspectives from both Rollins and Secureworks brings about the type of conversation that is important for both the consumer and provider of managed detection and response.

"I think the power of the Threat Engagement Manager is everybody getting in a room and talking about the holistic offering," Clark said. "The whole is greater than the sum of its parts, so to speak, and it offers insight around how we build useful and actionable information coming out of the Taegis platform."

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Vice President of IT and Chief Information Security Officer, Rollins

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Employing ManagedXDR also ties together a variety of Secureworks solutions that Rollins has deployed. "We all feel positive about our relationship with the team," Morrison said. "We're more of a holistic customer. We do PCI, as well as pen testing and some other things. It helps bring everything together."

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For more information, call **1-877-838-7947** to speak to a Secureworks security specialist
secureworks.com

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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