



FOOD SERVICES **VULNERABILITY MANAGEMENT CASE STUDY**

Business Size
500+ Employees

Service
vSOC RECON

Customer Since
2008

THE HIGHLIGHTS



Challenge

The biggest challenge facing the client was around departmental time constraints. In short, there was limited time and resources allocated for vulnerability remediation.



Solution

vSOC Recon Gold, which includes Vulnerability Threat Briefing (VTB) sessions, helped the client's team prioritise their focus and gain a real-time understanding of their security posture.



Results

The VTB sessions have led to a drastic reduction in severe vulnerability exposure across the client's entire estate. These have helped the client to realise that it needed to put a level of automation in place due to the time constraints, and this has been instrumental in helping the business to mature its vulnerability management. With the support of our technical team, automation has now been integrated into the client's patching schedule.

"Before engaging with Data Connect, this client was handling patch management manually. Relying on ad-hoc scanning like this was only providing point-in-time results, and with new vulnerabilities appearing daily, these can rapidly become out of date. With our help, they've now automated the process to deliver enhanced peace of mind and improved cost and time efficiencies."

Ray Stone, Data Connect's Chief Technology Officer

THE BACKGROUND

The client is part of a leading global business and has a history that spans over a century.

Originally established in the 1900s, it has since grown from a small family bakery in the North of England to become one of the UK's leading service delivery companies in catering, specialising in reactive engineering support, planned preventative maintenance and the hygienic deep cleaning of bakery equipment.

Today, it's a key provider of services to major UK multiples that have on-site bakery and food preparation facilities, and it's a name that's trusted by some of the biggest retail groups in the world.

How working with Data Connect has helped the client **enhance its visibility of vulnerabilities and take a precision-led approach to remediation.**

For this client, maintaining operational credentials and quality standards is business critical. A key aspect of this is the ability to demonstrate absolute adherence with cyber vulnerability management expectations and requirements, but as with most businesses, time constraints have been an ever-present challenge. The team at Data Connect have delivered a solution that has enabled the firm's information systems team to gain a full picture of its attack surface and to identify and prioritise specific threats, allowing them to focus their time more efficiently on vulnerability remediation.

1/3

**New vulnerabilities
are exploited in
under 24 hours.**

“What we were looking for here was a one-stop solution that would provide a detailed security landscape overview. As a business, we need to see a clear metric and a definable score showing where we are in terms of security within the business. What the vSOC Recon and Vulnerability Threat Briefing (VTB) service enhancement does is allow us to benchmark ourselves against specific digital security criteria and focus in directly on specific vulnerabilities. It then also provides us with the tools to mitigate them.”

Information Systems Manager

THE CHALLENGE

This client's primary challenge – and a key driver for using vSOC Recon – is a business-critical need to remain abreast of emerging issues and vulnerabilities on its network and to ensure the robust safeguards specific to Cyber Essentials are in place.

The client wasn't aware they didn't have full visibility in the console of their estate, meaning they couldn't identify all their vulnerabilities. In the VTB trial, it was found that agents hadn't been installed on some devices which was immediately remediated.



73%

Organisations experienced security incidents due to unknown or unmanaged assets.

THE SOLUTION

Our vSOC Recon Silver and Gold packages offer much more than patch management; it actively shows the client what they need to focus on to get its patch timing right. The system picks up misconfigurations – software that’s no longer supported, for example. It identifies the most vital patches, provides ‘real-time context’ to prioritise the patch required, and then offers a step-by-step solution for fixing it.

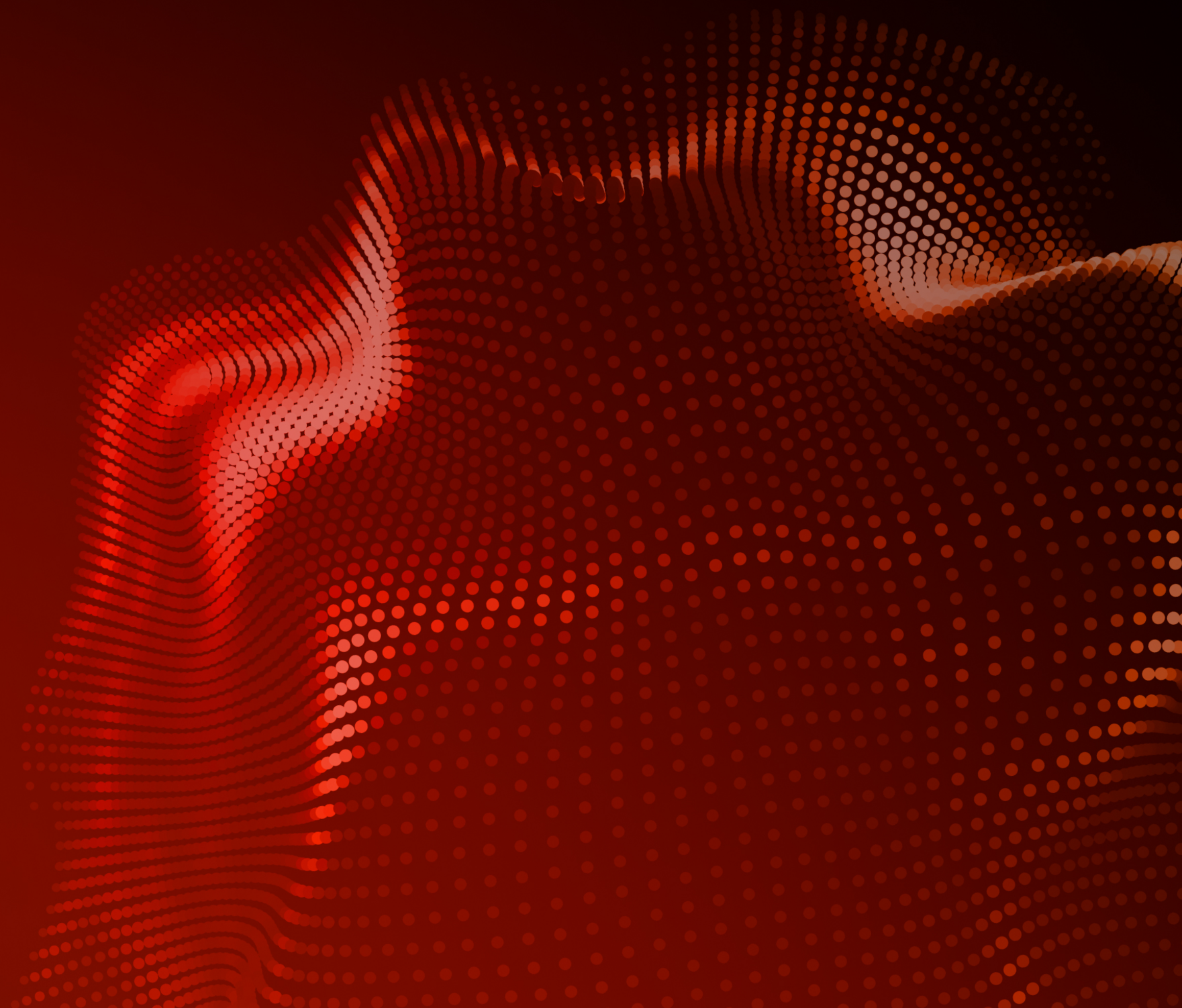
vSOC Recon, together with the vSOC Connect Console, has produced significant time- and cost-efficiencies for this client. By combining a high degree of patching automation with a clear visual representation of the business’s digital threat environment, the client has complete peace of mind that every aspect of its network is secure.

“The console is able to connect to multiple sources that are either provided by Data Connect or trusted third parties; it’s able to pull together all of our security threats and the remedial solutions available into one picture. That means we’re able to evaluate our overall posture, without having to go into individual applications or reports. So, for example, it highlights areas we’re performing well in, such as patching, as well as spotlighting areas that require improvement so that we can quickly and easily redistribute resources where required.”

Information Systems Manager

Simon Kean, commercial director at Data Connect, added the following:

“The client had little visibility of vulnerabilities across their estate and wanted a solution that automated this and provided updates irrespective of device location; vSOC Recon provides that visibility. They also wanted to see how effective their patching procedure was – the solution we provided meets all of those needs in one place.”



THE RESULTS

As a result of being able to evidence their cyber security posture, the client is able to access more opportunities, with both existing and new clients; their information systems manager said:

“By having that clear visibility of our threat landscape and where we are on our journey to compliance, what we’re able to demonstrate to our existing and potential customers is that we take data security seriously. More and more companies these days insist that we have Cyber Essentials and/or are compliant with ISO 27001, the international standard for information security management systems (ISMS) – otherwise they just won’t deal with us – so this is a crucial aspect of our continued growth.”

The client has also seen a reduction in operational costs as a result of using our vSOC Recon service, as they explain here:

“There’s also a commercial benefit in as much as it means we can demonstrate to our insurers that we are ‘sys secure’, which means our IT risk is lower in our insurance profile, and this in turn reduces our premium costs.”



86%

See cyber security initiatives as significantly boosting key business priorities.

To conclude, we asked the client's information systems manager to tell us about the benefits of the vSOC Connect Console and to summarise the business's overall experience of working with Data Connect, and they told us this:

"The vSOC Connect Console itself is simple and user-friendly; it's incredibly valuable having one place where the team and I can get an overall view of our security profile as well as being able to then dive into some of the bigger issues and find help with solving them. It's key to us achieving successful reaccreditation and to reassure our customers that we're the right company to deal with."

“Our business has now worked with Data Connect for over a decade. They’re more than a supplier; they’re our security partner. Our account manager Simon and his entire accredited SOC team are very approachable and patient with us. They’re prepared to put the hours in to get you into the security position you need to be in. You don’t feel like they’re giving you the hard sell – what you get is good advice that identifies where your gaps are, and this leads on to conversations about the actual solutions available to remediate any issues identified. In my experience, their advice is always solutions based rather than sales based. As a result, we’ve recommended Data Connect to other companies in the group – they’re a company that provide good, trusted advice and are always willing to do the work required, rather than just ticking a box.”


Information Systems Manager



Get in touch with our dedicated team to discuss your needs.

Talk to an expert

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