



## CUSTOMER CASE STUDY

# How DFS extended its security team with Sophos MDR

A security leader with 30 years of experience chose Sophos MDR to help protect 200 sites and 5,000 endpoints with 24/7 threat detection and response.



### Customer Name

DFS Group

### Sophos solutions

Sophos Managed Detection and Response (MDR)

Sophos XGS Firewall

Sophos Endpoint



## Overview

- Leading retailer of sofas in the U.K.
- Operates DFS and Sofology brands
- 200 sites across the U.K. and Republic of Ireland
- 5,000 endpoints
- Sophos customer since 2013

## Challenges

- Monitoring security events across a wide retail environment spanning corporate, store, cloud, and on-premises systems.
- Extending 24/7 detection and response without placing more out-of-hours burden on the internal security team.
- Protecting data stored locally, in the cloud, and in transit.
- Providing leadership and board-level assurance as threats against retailers intensified.

## Outcomes

- 24/7 threat monitoring and response through Sophos MDR.
- Broader visibility across the DFS environment through integrations with existing security systems.
- Reduced analyst triage burden, freeing the team to focus on security culture, governance, policies, and processes.
- Greater confidence for security leadership, senior leaders, and the board.
- A straightforward MDR implementation with Sophos Professional Services support.

“The real challenge is ensuring we’ve got adequate monitoring of all the events that happen across those systems, and that we can quickly respond to any sign of compromise. I don’t think any Head of Security or IT security leader will ever say we have enough resources. This is where Sophos MDR comes in.”

**Jay Astill**

Head of IT Security, DFS Group

DFS Group is the leading retailer of sofas in the U.K., with more than 55 years of heritage and operations across the U.K. and Ireland. The business operates two core brands, DFS and Sofology, supported by 200 sites and a leading web platform. Its IT environment spans both on-premises and cloud-based systems, with around 5,000 endpoints across the group.

For Jay Astill, Head of IT Security at DFS Group, the challenge is ensuring the business can quickly identify and respond to potential threats across a complex retail environment. With hundreds of sites, thousands of endpoints, and a mix of cloud and on-premises systems, maintaining visibility at scale is no small task.

As threats targeting retailers continued to evolve, DFS needed confidence that potential incidents could be identified, investigated, and addressed at any time of day. Providing that level of coverage with internal resources alone was increasingly difficult, particularly outside normal business hours.

DFS wasn't starting from scratch. The company already had an MDR provider in place, but Astill felt the existing approach placed too much responsibility back on his team. While threats were being identified, analysts still spent significant time determining what mattered, what didn't, and what action needed to be taken.

The team needed more than another source of alerts. They needed a partner that could help investigate, validate, and respond to potential threats - allowing internal resources to focus on higher-value security priorities.

"I don't think any Head of Security or IT security leader will ever say we have enough resources," Astill said.

To find the right fit, DFS launched a formal MDR evaluation. The business looked for a provider that could deliver 24/7 monitoring and response, integrate with its existing security environment, and provide the expertise needed to support a complex retail operation. Although DFS already had a relationship with Sophos, Astill said the decision ultimately came down to capability.

"At the end of the day, Sophos came through on top through their own strengths," he said.

With Sophos MDR, DFS gained around-the-clock monitoring and response from a team of security experts who act as an extension of its internal security function. Rather than simply generating alerts, the service helps identify, investigate, and respond to potential threats across the environment, giving the team greater confidence that suspicious activity won't go unnoticed.

"We went out, we looked for the best of breed. We brought them in. We went through the process. I had my favorite already because I already work with Sophos, but I couldn't let that dictate such an important part of our security. At the end of the day, Sophos came through on top through their own strengths."

**Jay Astill**

Head of IT Security, DFS Group.

Sophos MDR also works alongside the technologies DFS already relies on, helping bring together insights from across the security environment and providing a broader understanding of potential threats. For Astill and his team, that means spending less time switching between tools and validating alerts, and more time focusing on strategic security priorities.

Implementation was straightforward. Already a Sophos customer, DFS worked with Sophos Professional Services to onboard the MDR service, validate visibility across its environment, and ensure the team was ready to get value quickly. Astill described the rollout as one of the easiest projects his team had delivered, with the service operational within weeks.

The service also helps DFS communicate security value beyond the IT organization. Astill reports into senior technology leadership, and governance is an important part of the company's security program. Sophos MDR reporting feeds into the governance updates DFS provides to senior leaders, giving the business greater confidence in the effectiveness of its security controls and the risks it is managing.

That confidence became especially important as the retail industry faced high-profile attacks. During that period, Sophos provided assurance that relevant tactics and techniques had been mapped and that monitoring was in place for those attack patterns. For DFS, that helped build confidence from the security team to senior leadership and up to the board.

"If I was talking to a peer at a similar sized business, I would fully recommend Sophos MDR and encourage them to do the full RFP because I think Sophos will show their worth over any other MDR company." — Jay Astill

"With Sophos MDR we have around 600 plus security experts constantly monitoring our environment. It allows the IT department to focus on the things that matter to our customers and employees, and gives us the freedom to help the business grow and expand."

**Jay Astill**

Head of IT Security, DFS Group.

If you're ready to start your journey with **Sophos**, speak to an expert today.

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