



CUSTOMER CASE STUDY

How Paf connected its defenses and brought overwhelming alert volumes under control

Sophos MDR connected telemetry across Paf's endpoint, cloud, network, and identity environments, extending its IT team with 24/7 monitoring and rapid access to security experts.



Industry
Gaming

Sophos Solutions
Sophos Managed Detection
and Response (MDR)



About Paf

Paf is an international gaming company based in Finland, providing games on cruise ships and online, and at gaming sites on Åland Island. Founded in 1966, Paf is licensed and controlled by the Government of Åland. Its profits are distributed via grants to public initiatives for the benefit of society, such as social activities, environmental programs, sports and youth programs, and arts and culture events.

The challenges

- No dedicated security staff, and IT couldn't keep up with alerts.
- Distributed workforce accessing a hybrid environment.
- Large volume of data essential for their gaming platform.
- Lack of sufficient security visibility despite multiple point products.

Paf provides games on cruise ships, to dedicated gaming sites, and online. As Paf's CTO, Fredrik Wiklund is responsible for making sure employees remain productive via access to the company's large AWS cloud environment. It's not an easy task considering Paf's employee base is spread out across Northern Europe. Wiklund said Paf invested in a variety of point solutions such as endpoint technology, firewalls, and malware protection, but did not have a cohesive way to detect threats that could bypass traditional security controls. Especially as they built out their AWS environment, it was important to have holistic visibility and a way to detect malicious behavior. The organization relies on both cloud and on-premise technology, but the massive amount of log data produced led Wiklund to consider partnering with a third party to ensure the IT environment remains secure.

Paf does not have a dedicated security team. Instead, the IT staff also handles security. That made staying on top of log traffic and looking for alerts very difficult, and kept Wiklund from feeling the organization's security posture was as strong as it should be.

"We are collecting the logs, but alerts are created and trying to manage that in an automated way was too much," Wiklund said. "We were looking for a solution to help us."

The solution

- Increase visibility across their IT environment.
- Gain on-demand access to security expertise.
- Consolidate security approach.

Sophos MDR delivers Paf the 24/7 visibility and direct access to security expertise needed to keep their data and IT environment safe.

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CTO, Paf

As part of Sophos Fusion, Sophos MDR connects telemetry from Sophos and third-party control points across Paf's environment, including endpoint, network, cloud, and identity. Insights from real-world incident response, adversarial testing, and ongoing threat research continually strengthen detection and response, helping Paf stay ahead of evolving threats.

Wiklund needed a proactive approach to security, which he found with Sophos.

"We need to be in front of security, be ahead of what's happening," Wiklund explained. "With ransomware and everything else that's hitting organizations, we need to be in front of that, and Sophos helps us actually do this."

Engaging with security experts is a critical aspect of a strong security solution, and Wiklund said doing that with Sophos is not only easy, but delivers quick information.

"In the chat for an incident, we just tag Sophos and say, 'OK, what's going on here,' and they will investigate and tell us what they are seeing from the telemetry we are sending them," Wiklund said. "That is really helpful. We want to be able to have this quick access to security expertise, and that is what we are getting with Sophos. The answers are really fast."

Results and impact

- Proactive approach keeps Paf ahead of evolving threat landscape.
- Quarterly security assessments provide deeper insights and a preview of future enhancements.
- Positive response from regulators for external audits.

Paf's leadership entrusts Wiklund to make the right decisions when it comes to the organization's IT environment, and security is a critical component. The peace of mind MDR provides Wiklund is proof that partnering with Sophos is the right decision.

As Wiklund explains, "When there are these big, massive security events that happen in the wild, Sophos will be proactive and check your infrastructure. Are we affected by this? Do we have this version of the product that is affected by this security vulnerability? Sophos then gives recommendations on how to mitigate, and it is really good that we have this proactive approach."

"We don't need to go to several security suppliers to buy each individual service," Wiklund said. "We have Sophos, which covers all these different aspects when

it comes to security. We get prevention on the endpoint, broad detection across endpoint, cloud, and other resources all with automated response actions, while being fully managed by Sophos."

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Looking ahead

Each quarter, Paf receives a Sophos MDR Security Posture Report that provides insight into its defenses and recommendations for strengthening its security posture. Paf reviews these findings with its Sophos customer team to understand recent activity and prioritize opportunities to improve security readiness.

“What are they seeing?” Wiklund said. “What should we focus on. Reports on how many incidents are opened and closed. We really appreciate having these updates and getting reports on what is going on, what has happened, and a little bit about what is to come in the next quarter on the roadmap from Sophos.”

Deploying MDR helps Paf demonstrate a strong security posture to regulators who perform external audits of the organization’s infrastructure.

“On external audits, such as ISO 27001, we show how we work with Sophos,” Wiklund said. “We show the incidents we have and how we work together with Sophos to solve those incidents, and usually auditors are really impressed with this and say that we have great insight into our security logs. We have multiple people reacting to any incident that occurs, and they are very happy with this.”

Sophos MDR is designed to meet customers where they are in their security journey. For Paf, deploying MDR reduced their risk to threats, while maximizing the value of its existing investments in security and IT technology, along with providing Wiklund and his organization access to security expertise that would be costly to hire.

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