



## CUSTOMER CASE STUDY

# AMLAK expands security capabilities with Taegis MDR

Real estate mortgage company teams up with Secureworks for transparent threat detection, investigation, response, and security expertise



AMLAK FINANCE PJSC

### Industry

Real Estate Mortgage

### Country

United Arab Emirates

### Employees

75

### Sophos Solutions

AMLAK selected Secureworks® Taegis MDR to provide:

- Proactive threat monitoring, detection, investigation, and response.
- 24/7 rapid access to security experts.
- Access to detailed information via easy-to-use interface.

## The challenge

AMLAK is a specialized real estate mortgage company providing home finance services to customers throughout the United Arab Emirates. The organization's security strategy was centered on a SOC service provided by a third party. The members of AMLAK's Information Security Team realized the company needed the existing service to provide more powerful capabilities for monitoring the company's environment, detecting potential threats, and performing incident response duties.

But there were fundamental issues with the service, including a lack of comprehensive monitoring across AMLAK's environment. If an incident impacted the organization, the team could not see where the incident started and how it progressed. As a result, team members would try to monitor the environment themselves, instead of focusing on other business priorities.

This led AMLAK to consider other solutions by putting out an RFP to evaluate security vendors. The Information Security Team shortlisted three vendors who proposed managed detection and response (MDR) services. One of the companies that stood out when AMLAK did its initial evaluation of responses was Secureworks and its Taegis MDR service.

## The solution

Taegis MDR is a fully managed solution that provides customers with 24/7 threat monitoring, detection, investigation, and response. Taegis MDR combines the power of automation and the AI-driven Taegis platform with vast cross-disciplined security expertise to help customers reduce their risk, protect their technology investments, and fill their talent gaps. Taegis seamlessly integrates with more than 350 leading security technology sources across endpoint, network, cloud, identity, email, OT, and business applications.

Several factors about Taegis MDR caught AMLAK's attention, including the company's presence in the Middle East and reputation for providing a high level of service. Upon further exploring the capabilities of Taegis MDR, team members noticed a big difference in the level of information and visibility provided to customers through the Taegis user interface.

"The interface is very user friendly," Information Security Manager Franklin Charles said. "Any non-technical person can use it. You log in and see alerts with very detailed information. It's a very comprehensive summary of events, detailed information, and the support we receive is phenomenal."

## Challenges:

- Visibility gaps across the company's environment.
- Need for around-the-clock threat monitoring, investigation, and response.
- Lean internal security team.

"We never used to have the full visibility across our assets. We now have visibility of all those assets that are in our network. It gives us great comfort."

**Franklin Charles**  
Information Security  
Manager, AMLAK

## Benefits

AMLAK has always outsourced most of its security operations, meaning the company relies heavily on the security expertise surrounding an MDR service. Taegis MDR provides security analysts who are available 24/7 and accessible within 90 seconds via live chat in Taegis, plus threat hunters, threat researchers, and incident responders who provide customers with cross-disciplined security expertise and the latest insights into the global threat landscape.

The Information Security Team benefits greatly from this high level of expertise. Team members can see exactly what is happening throughout AMLAK's environment in Taegis, along with context into any potential threat targeting the organization and all actions taken by security analysts. This removes the worry of what might happen if a threat strikes at times when AMLAK's team isn't available – such as late at night or on weekends.

With Taegis, the team has confidence that potential threats will be detected, investigated and, if the threat is valid, security analysts will notify the Information Security Team. For example, Taegis detected activity within AMLAK's environment that looked suspicious. Further investigation determined this alert was not a threat, but the way security analysts reacted to this alert and the guidance they provided illustrates the impact Taegis MDR has made on AMLAK's security.

"We are able to drill down, see the end-to-end process of where the alert started and how the investigation progressed," Charles said. "All this detailed information is very helpful. We never used to have full visibility across our assets. We now have visibility of all those assets that are in our network. It gives us great comfort."

## Benefits:

- Comprehensive security monitoring, investigation, and response.
- Reduced risk with visibility and access to all security data.
- Access to cross-discipline security expertise.

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Information Security  
Manager, AMLAK

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