



CUSTOMER CASE STUDY

How GHC improved threat detection while reducing security noise with Sophos Managed Detection and Response



Industry
Retail

Sophos Solutions
Sophos Managed Detection and Response (MDR)

About GHC

Global Healthcare Company (GHC) is a rapidly growing retail company in the Kingdom of Saudi Arabia that sells both health and beauty products in 120 stores in more than 20 cities. The company also distributes a variety of products from overseas through its wholesale division, National Distribution Company (NDC).

The challenges

- Needed a comprehensive security solution to drive security transformation.
- Lack of threat monitoring, detection, and response across technology stack.
- Needed fortified resiliency with impactful threat intelligence.

GHC Chief Technology Officer Majed Shahin has presided over a vast transformation of the organization's digital approach. Cybersecurity is a foundational element of that evolution.

"Especially in the retail business, there are many initiatives that need to be implemented to stay up to date with the rapid pace of market transformation," Shahin said.

Shahin sought a comprehensive managed security solution that could augment GHC's existing security team and integrate with the company's security controls, including firewalls, anti-virus, and robust internal security policies. As part of this transformation, Shahin said GHC embraced cybersecurity as not just a necessary activity, but a business enabler to help drive growth.

"We have integrated cybersecurity as part of the organization's overall strategy and culture," Shahin explained.

The solution

- Deploy advanced threat detection across multiple technologies.
- Gain impactful threat intelligence and unlimited incident response.
- Augment security team with access to security expertise.

To strengthen its cyber resilience, GHC selected Sophos MDR to augment its security team with 24/7 threat monitoring, detection, investigation, and response. Sophos MDR combines AI-native capabilities with human expertise and intelligence from Sophos X-Ops to identify and respond to threats across GHC's environment. As part of Sophos Fusion, the Sophos AI-Native Cybersecurity Defense System, Sophos MDR connects data from GHC's existing endpoint, network, cloud, identity, OT, email, and business application control points, helping its defenses operate as one.

"We engaged with Sophos to implement MDR and XDR because we saw that their expertise and solutions were the best in the market," Shahin said.

"We have integrated cybersecurity as part of the organization's overall strategy and culture."

Majed Shahin

Chief Technology Officer,
GHC

Results and impact

- Advanced analytics and automation to filter real threats from noise.
- Holistic monitoring across endpoints, network, cloud, and business applications.
- Proactive threat hunting and full-service incident response.

Shahin was impressed with Sophos' capabilities to help GHC further elevate its security approach via a comprehensive solution. This starts with the ability to discover threats across GHC's environment, apply advanced analytics and automation to filter out real threats from noise, and bring in the powerful combination of threat intelligence and human expertise for further context and insights during investigations.

"Sophos has a very advanced solution for threat detection and protection," Shahin explained. "They use business intelligence, which makes the life of our cybersecurity team easy. A lot of automated tasks are implemented based on AI that makes detection automated and even some response tasks automated. That's a big advantage."

This scale of security operations alleviates the burden on GHC's team and moves the focus beyond just one segment of the company's technology stack. Sophos' holistic approach to threat monitoring and detection stood out to Shahin and the GHC team when assessing security solutions.

"Their end-to-end protection covers endpoints, servers, networks, and even cloud environments," Shahin said.

Looking ahead

Sophos MDR gives Shahin peace of mind that the solution deployed today will not only safeguard GHC from current threats, but also from threats that will arise in the future.

"This is not the end of the journey," Shahin said. "Cybersecurity is a continuous process — it requires ongoing improvements to stay ahead of evolving threats."

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Chief Technology Officer,
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