



CUSTOMER CASE STUDY

How Busy Beaver gained 24/7 security expertise without expanding its team



Industry

Retail

Sophos Solutions

Sophos Managed Detection and Response (MDR)



About Busy Beaver

Busy Beaver's mission is to be your favorite neighborhood home improvement center by providing a "just right" assortment of everything you need, whether it's for routine yard maintenance or your next home DIY project.

The challenges

With multiple stores across three states to manage, Busy Beaver Director of Information Technology and Marketing Adam Gunnett has his work cut out for him to support the IT and security needs of all locations. He is primarily responsible for securing the organization's IT infrastructure and point of sale system, and his focus is ensuring all store systems are up and running every day. Gunnett understands the importance of sound security practices and has implemented several projects to boost Busy Beaver's security posture, including web filtering, an anti-virus solution, and endpoint technology. Still, he realized that he needed help.

"The last thing I want to see in the news is, 'local company Busy Beaver has been hacked, and everyone's information has been stolen,'" Gunnett said. "Even with the security improvements we implemented, I needed continuous monitoring at all hours of the day. To employ someone with the skill set needed to do that, you're looking at a six-figure salary, and you're still dependent on that one person who isn't able to work 24/7. The most cost-effective solution to keep my company and data safe was to partner with a 3rd party service."

It was also critical to find the right partner. Gunnett had used other services in the past, but found himself constantly investigating alerts whose seriousness wasn't immediately clear. Was it really a valid security threat? If so, how serious was it? Not knowing this information meant he had to treat every threat, no matter how minor it ultimately proved to be, as a valid and serious threat until more was known. But wasting time on non-critical items was costly. Gunnett needed a partner who could prioritize alerts, immediately singling out the most serious, and thoroughly investigating them, immediately escalating only the most serious threats to his attention.

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The solution

Gunnnett chose Sophos Managed Detection and Response (MDR), which delivers 24/7 monitoring across the entire IT environment together with real-time access to Sophos security experts. With this combination of advanced technology and expert services, Gunnnett quickly realized that with MDR, he wouldn't be overwhelmed by unsubstantiated alerts, and he would have true 24/7 expert resources available to him when needed. Sophos solution isn't a black box that produces endless noise, but rather raises true alerts that require attention with full transparency, giving Gunnnett time for critical strategic projects to drive customer loyalty and revenue.

"I felt with Sophos, that there was a lot more visibility into the data that you are seeing, and it was much clearer why response actions were being recommended based on investigations," Gunnnett said. "Previously, I had zero visibility into what data was being looked at and acted upon, but visibility was critical to my ability to make the best security decisions for my company."

Sophos MDR provides Gunnnett and Busy Beaver with that visibility and context to determine which alerts represent valid security threats, coupled with direct, on-demand access to security expertise from Sophos security operations analysts.

"Any incident I've had with Sophos, it's been very limited and is taken care of immediately," Gunnnett said. "Sophos has eliminated the noise from too many non-critical alerts, compared to what I was getting with my previous provider."

Results and impact

A Busy Beaver has elevated their risk posture with the 24/7 monitoring in Sophos MDR, reducing the cost and distraction from non-critical alerts. Gunnnett does not have time to chase down constant alerts, and Managed XDR alerting him on just the threats that require his attention is valuable and beneficial.

"With Sophos, I have the confidence we are detecting and responding to threats early to reduce risk without constant distractions," Gunnnett said. "It dropped from 130 a month with my previous provider down to one or two a month. This allows me to spend my time expanding our technology portfolio to include the latest innovations, and to focus on initiatives that make us more efficient and allow us to better serve our customers."

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Looking ahead

Along with the 24/7 monitoring, Busy Beaver now has a community of cybersecurity experts they can rely on to help with their cyber defense programs. The collaborative live-chat functionality in the Taegis application provides Gunnett with on-demand access at any time to Sophos security operations analysts.

“Even if I had an internal team of five people making six-figures, I still wouldn’t have the level of capabilities Sophos offers with their managed detection services, threat intelligence, threat hunts, and more. All the pieces are there, and I don’t even have to worry because you guys are right there making it all work for me.”

Sophos provides Busy Beaver with not just expertise and insights from more than 20 years of delivering security services, but excellent customer service.

“There are a lot of huge companies that I’m sure invest a lot of money with Sophos, and even though my needs are relatively light, and I was getting minimal service time, I still felt like I was a valued customer of Sophos,” he said.

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