



CUSTOMER CASE STUDY

How Reser's Fine Foods keeps its cool against cyber threats with Sophos MDR



Industry

Manufacturing/Distributing

Number of Users

1,200

Sophos Solutions

- Sophos Managed Detection and Response (MDR)
- Sophos Endpoint

Impact

- 24/7 protection through MDR with zero missed incidents.
- Crypto-ransomware stopped before network-wide encryption.
- Small security team operates at enterprise scale.
- Seamless integration with existing tools like SonicWall.



For nearly two decades, Reser's Fine Foods, one of the largest refrigerated food manufacturers in the U.S., has relied on Sophos to keep its operations secure and uninterrupted.

From the early days of antivirus protection to modern managed detection and response (MDR), Reser's security evolution has mirrored the growing complexity of the cyber threat landscape.

Reser's, who makes refrigerated meal and side dishes, started as a family business in the 1950s and has since grown across four generations of the same family. Celebrating its 75th anniversary in 2025, Reser's has grown, as have their cybersecurity needs — and Sophos has been there every step of the way.

A long-term partnership built on trust

A long-term partnership built on trust didn't happen overnight. It began with a critical decision nearly 20 years ago, when Tim Osborn realized his existing tools weren't enough.

"We were using Norton for a while," Tim Osborn, a senior systems analyst with Reser's, said. "I wasn't super happy with them. A lot of stuff was getting through, and it got to the point where I was rebuilding machines myself."

The turning point came because of positive word of mouth regarding Sophos that he heard from colleagues and even a neighbor.

After a small proof of concept with five users, Osborn saw an immediate difference.

"I remember thinking, wow, this actually catches stuff that other tools don't. Nobody could turn it off, it was enterprise-level," he said.

That was nearly 20 years ago, and since then, Reser's has remained a loyal Sophos customer.

Evolving together: From antivirus to MDR

As Reser's expanded to more than 5,000 employees and manufacturing facilities across North America, its security needs changed dramatically.

"Our environment is a mix of manufacturing, packaging, and logistics," Osborn said. "We've got people on the floor, in the field, and remote sales teams — so visibility is everything."

"Before MDR, I had some pretty long weekends. Now I know someone's watching our network even if I'm on vacation."

Tim Osborn
Senior Systems Analyst,
Reser's Fine Foods Inc.

By the late 2010s, Reser's added Sophos MDR, giving them the 24/7 coverage their small security team needed. For small teams like Osborn's, managing thousands of endpoints without 24/7 coverage meant sleepless nights and constant worry.

"I like to sleep," Osborn joked. "Before MDR, I had some pretty long weekends. Now I know someone's watching our network even if I'm on vacation."

For a small security team like the one Osborn works on at Reser's, that peace of mind is invaluable.

"MDR gave us eyes on everything," he said. "Even if the user isn't on-site, we can see what's going on."

"If Sophos made socks or cars, I'd buy them. They've earned my trust because they've proven over and over that they work."

Tim Osborn
Senior Systems Analyst,
Reser's Fine Foods Inc.

Real-world results: Stopping threats in their tracks

Sophos MDR didn't just reduce noise for Osborn and his team, though — it proved its worth during real-world incidents.

"We started doing external pen tests around 2018," Osborn said. "Even after we told everyone we were testing, Sophos was the only product that picked it up. It detected Kali Linux brute-forcing passwords, flagged it immediately, and shut it down."

That vigilance has saved Reser's more than once.

"We had an attempted crypto lock," Osborn said. "It immediately blocked it, disabled the machine, and locked down the file share before it could spread. If we'd let it keep running, it would have taken down the entire network segment. MDR paid for itself that day."

A dashboard that makes security manageable

For Osborn, one of Sophos' biggest advantages is its usability and a single pane of glass view in Sophos Central. Sophos Central gives Osborn's team a single, intuitive dashboard to manage alerts and take action fast — without wading through complex manuals.

"It's really clean," he said. "You can see your total alerts — high, medium, low — and dig into knowledge base articles right there. Simple is good because I don't have time to read a manual to figure out how to use a product."

That clarity extends to reporting and integration.

“We use SonicWall [a network security solution], and Sophos works right alongside it,” he said. “Everything’s visible in one place. I can look at what’s at risk, what’s unpatched, even if someone pulled out an old Windows 7 laptop that should’ve been retired years ago.”

Protecting more than data

For a food manufacturer, cybersecurity isn’t just about IT systems — it’s about protecting trust.

“People think they’re after recipes, but that’s not the real target,” Osborn said of potential threat actors targeting Reser’s. “It’s customer financials, transactions, and data. If someone locks that down, you’re out of business.”

That’s why Reser’s relies on Sophos for protection and proactive defense.

“Hackers are using AI now to find exploits we wouldn’t have seen before,” he said. “Having Sophos MDR and that automation...it’s always watching.”

The bottom line: Peace of mind

After nearly two decades, Osborn sums up Reser’s confidence simply: “If Sophos made socks or cars, I’d buy them. They’ve earned my trust because they’ve proven over and over that they work.”

From blocking ransomware to surviving penetration tests and beyond, Sophos MDR helps Reser’s focus on what it does best — keeping its food supply fresh, safe, and secure.

To get started with Sophos solutions today and find a solution that scales to your needs, speak to an expert today. [Sophos.com](https://www.sophos.com)

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