CUSTOMER CASE STUDY

How Ricoh built a security operation ready for constant change

Sophos helps Ricoh maintain enterprise-wide visibility, reduce false positives, and balance internal talent with specialized expertise as its cloud and mobile environments evolve.

RICOH

Industry
Technology & Services Provider

Country
United States

Sophos Solutions
Sophos XDR Powered by Secureworks

SOPHOS

Overview

Ricoh creates highly effective and productive work environments for more than 1.29 million companies worldwide. The company's services and technology improve employee productivity and enhance customer service.

To help its clients thrive in a rapidly changing digital world, Ricoh must continue its journey of digital transformation. The company must always be nimble and innovative, if it is to drive long-term value for its shareholders, employees and customers. But at the same time, it needs to continuously be aware of data security risks that these efforts may introduce.

Challenge

Driving digital transformation, while essential from a business perspective, can present challenges such as:

- **Adapting to Change:** As the business continues to innovate, Ricoh's security environment must maintain the flexibility to rapidly adapt to change.
- **Cybersecurity:** An ongoing drive to the cloud has exponentially increased the "attack surface". Managing this ever-growing threat can be a hurdle, with limited resources of people and budget
- **Visibility:** A large mobile, workforce means that more data is being created in more ways. And, that data is not only being accessed from more places, but on a multitude of devices — phones, tablets, PCs, and even wearables. Maintaining broad visibility across the entire landscape is critically important.
- **More data sources:** The increasing mobilization of users and data has introduced a significant amount of noise into the system, making it difficult to detect legitimate threats, and focus resources on issues that matter.
- **With internal resources,** Ricoh must continuously maintain a delicate balance of key projects or tasks. What strategic priorities should its internal team be focused on, and what tasks can better be handled by a partner?

"Sophos XDR combines security analytics with additional advanced tools previously unavailable to us. It's picked up threats we wouldn't have seen. Sophos XDR isn't just the next generation of SIEM, it's an evolution."

David Levine
Vice President Corporate & Information Security, CSO
Ricoh USA, Inc.

Solution

Ricoh has been partnering with Sophos since 2012. In collaboration with Sophos, Ricoh quickly implemented monitored and managed security services with 24/7 support across network, endpoints, vulnerability management, monitoring and analysis.

As its business continued to evolve, Ricoh added SophosIncident Response to its security portfolio. With Incident Response, Ricoh has further strengthened its ability to prepare for, and respond to, cyber incidents to minimize impact to the business.

At one point, Ricoh engaged Sophos to provide a Cloud Assessment of their cloud deployment, an expanding area of their business. This expert assistance helped define their cloud strategy more securely.

Ricoh has continued its security evolution with the adoption of XDR. An industry first security analytics SaaS application, once fully deployed it will help Ricoh efficiently detect advanced threats while reducing alerts and false positives. By consolidating data from across the entire enterprise, and using advanced AI to interpret that data and detect legitimate threats, XDR will be a gamechanging tool in Ricoh's security arsenal.

Finally, Ricoh is tapping into the power of Sophos Managed Detection and Response (MDR) as a way to manage its strategic focus, and levels of staffing and overall investment. The deep expertise and advanced tools of the Sophos team enables the internal team at Ricoh to be more effective, efficient and focused.

Results

For Ricoh's team, its long-term partnership with Sophos has been essential to supporting their digital transformation. Initially, working side-by-side with Sophos has helped Ricoh stand up a world-class security program quickly and effectively. And as Ricoh's business has evolved, so has its relationship with Sophos.

Today, partnering with Sophos is yielding tremendous results for Ricoh, including:

- Supporting the strategic needs of the business. As Ricoh continues to innovate to meet the needs of its customers, Sophos ensures that its security environment has the flexibility and responsiveness to keep up.
- Embracing mobility. For Ricoh, the ever-increasing mobility of its people and data has become a strategic advantage, rather than just a challenge to be managed.

> "There's a big difference between somebody who's a vendor and somebody who's a true partner. And I know in our case, Sophos has been a true partner of ours for a long time now."
>
> **David Levine**
> Vice President Corporate & Information Security, CSO
> Ricoh USA, Inc.

- Maintaining end-to-end visibility. Even though Ricoh's environment is always evolving, with Sophos, it has visibility into endpoints across the entire enterprise including the cloud.

- Turning data into insights. The Sophos solution, ranging from human intelligence to advanced AI, rapidly converts mountains of data into clear and actionable insights. The time spent chasing false positives has been significantly reduced.

- Maximizing internal resources. With Sophos by its side, the internal information security team at Ricoh has the freedom to focus on strategic priorities.

Looking ahead

For Ricoh and Sophos, creating and maintaining a world-class data securityenvironment isn't a project with an end date — it's a longterm process of collaboration.

In addition to managing its own transformation, Ricoh is aware that the risk landscape will continue to evolve with new threat actors and tactics. Partnering with Sophos to proactively understand and anticipate new threats, will be critical to the company's success.

The SOC of the future

Ultimately, Ricoh's goal is to maintain a security operations center (SOC) of the future — a dynamic mix of talent and technology, both in-house and via its partnership with Sophos, gives them the flexibility to adapt not just to threats, but business opportunities quickly.

As data continues to grow, and new technologies are introduced, the SOC of the future will enable Ricoh to maintain a vitally important balance between internal teams, and what tasks are better handled by Sophos. After a decade of collaborative partnership, Ricoh and Sophos can proudly say that they have created the SOC of the future.

To learn more visit Sophos.com

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