



CUSTOMER CASE STUDY

How a global manufacturing organization gained global visibility and accelerated threat response



Industry Manufacturing

Sophos Solutions

Sophos Managed Detection and Response (MDR)



The challenges

- Distributed workforce and systems located across the globe.
- Incident response with disparate security systems, lacking visibility across IT infrastructure.
- Difficulty filling gaps in security approach and resources.

Jotun knew they needed to develop a strong security strategy and had started a security transformation program. Hoong Jon Lee, Jotun's Group IT Security Program Manager, was tasked to lead the search for a security partner with the right solution and process. His goal: Keep the global paints and coatings manufacturer safe from increasingly sophisticated threat actors. But he knew that would be a tall task for a company with operations in more than 100 countries and 40+ manufacturing facilities.

Jotun's focus on security ratcheted up when another organization in its industry suffered a large cyberattack. The company in question was similar to Jotun and was also based in Norway — making the “close call” just a little too close to home for Lee and his co-workers. Lee had previously started navigating Jotun toward a more structured security approach, using the ISMS framework based on ISO 27001.

“There were numerous elements to look at in operations security,” Lee said. “There are so many units to manage, and they are distributed all over the world. It is quite a task to have good visibility across such an environment 24/7.”

The solution

- Extend visibility across diverse and distributed environment.
- Gain speed in responding to security alerts.
- Supplement security team with trusted security partner.

Sophos Managed Detection and Response (MDR) delivers Jotun the 24/7 holistic visibility it needs across the company's dispersed operations, along with direct access to security operations experts. As part of Sophos Fusion, Sophos MDR connects telemetry from Sophos and third-party control points across Jotun's environment, including endpoint, network, cloud, and identity. Sophos X-Ops continually analyzes insights from real-world threat investigations and incident response engagements, strengthening detection and response to help Jotun stay protected as threats evolve.

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Group IT Security Program Manager, Jotun

Lee employed an exhaustive decision-making process that included reviewing analyst reports on the cybersecurity market, soliciting requests for information from numerous potential vendors, then shortlisting the most notable for more extensive discussions and proof of concepts.

“We liked the value proposition: Very extensive visibility and integration throughout our environment, with the fastest return on investment,” Lee said.

“Sophos MDR is a perfect match for our IT environment and business operations. Since we have very diverse endpoints and servers in locations around the world, we need that flexibility to address indicators of malicious activity across a variety of telemetry sources and all time zones. The conventional approach of ingestion of data into a database like a SIEM would not have given us the type of speed and fidelity in detecting and responding to threats that we need.”

Results and impact

- Visibility across entire environment.
- Threat detection, investigation, and response.
- Improve incident readiness with proactive threat hunting.
- Ease of deployment.

Jotun has accelerated its security strategy transformation with Sophos MDR. Lee said the onboarding process was smooth and using the platform was easy. When customers log in, they see the same software platform that is used by Sophos' security analysts.

“A good experience was the speed of deployment,” Lee said. “We were impressed because of the approach and model Sophos uses, the cloud offering of the platform, and the API integration into our Azure and Microsoft environments. Sitting down in a session, we got everything up and running in an afternoon. It was simple. Lightning speed.”

Looking ahead

“We see they are carried out diligently,” Lee said. “It’s one of those behind-the-scenes values we can attribute as a good answer when we speak to the management team, and they ask how do you know for sure a threat isn’t lingering? We can report back on the findings of our monthly threat hunt as an extra check to what we are already monitoring. That is value add.”

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Group IT Security

Program Manager, Jotun

Just as important to Lee as the technology aspect of Sophos MDR is the value provided by the people who interact with Jotun.

“They follow through on things diligently. We meet with our Threat Engagement Manager, and they bring up good points that matter. We see the value of a company like Sophos that has that consistency and professionalism. That matters. The comprehensive approach to search for the right company paid off for us.”

- Hoong Jon Lee, Group IT Security Program Manager, Jotun

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