

# Home services provider raises cybersecurity bar for global businesses

Company gains 24x7 cybersecurity protection, accelerates response time, and cuts back on staff security monitoring time



## THE CHALLENGE

The company, a U.K.-based global home repair and improvement services provider with 8.4 million residential customers, was seeking to standardize cybersecurity capabilities and centralize visibility across the infrastructure for its federated businesses in Europe, North America, and Asia.

The company's group chief information security officer explains, "We wanted to improve control of our cybersecurity risk given ever-increasing threats and shift to a more remote workforce. The distributed business model had become more of a factor we had to accommodate in our selection. In addition, we wanted to bring up the varying levels of cybersecurity expertise and solutions across our independently managed business units regardless of their size."

To address these objectives, the company standardized its cybersecurity environment on Bitdefender Managed Detection & Response (MDR) Enterprise.

"After evaluating and testing several cybersecurity solutions, we decided to consolidate all our global operations onto Bitdefender MDR," recalls the group CISO. "During the testing, we were impressed with the strong exploit prevention capabilities of Bitdefender MDR compared to the other solutions. The quality of the Bitdefender security team's expertise and the collaborative nature of how Bitdefender set up the relationship with us also were factors in our choice."

The company's global head of security operations adds, "Because Bitdefender offers deep and broad capabilities, the solution gave us the flexibility to accommodate many security requirements efficiently, especially in our smaller businesses."

## THE SOLUTION

Bitdefender MDR Enterprise provides the company with access to an elite team of cybersecurity experts, a dedicated security account manager, 24x7 monitoring and response, threat hunting, actionable security analytics, and in-depth reporting, among other capabilities. MDR Enterprise is backed by advanced Bitdefender security technologies, including GravityZone eXtended Detection & Response (XDR).

The company depends on Bitdefender MDR to protect 10,000 endpoints, such as IBM AIX, Linux, macOS, and Microsoft Windows workstations and servers, and virtual servers and virtual desktops running Citrix XenApp, Citrix XenDesktop, Citrix XenServer, Nutanix, Microsoft Hyper-V, VMware ESXi, VMware Horizon View, VMware NSX, and VMware vSphere. Bitdefender also protects endpoints in the company's cloud environments, which include AWS, Google Cloud, Microsoft Azure, as well as its application and development environments, such as Docker, Google Workspace, Kubernetes, Microsoft Active Directory, Microsoft Exchange, Microsoft Office 365, and Microsoft SQL Server.

The company is an international home repairs and improvements business that makes home repairs and improvements easy by matching customers and trades to generate repeat and recurring income. Partnering with utilities, appliance manufacturers, insurers, and other firms, the company provides home-related repair, warranty, maintenance, and emergency services to residential customers. The company has £1.4 billion in revenue worldwide.

### Industry

Home Repairs & Improvements

### Headquarters

United Kingdom

### Employees

9,000 employees

### Results

- Consistent, 24x7 cybersecurity protection and visibility
- Gained 20-30 minutes in response time to endpoint issues
- Flexibility to adapt cybersecurity operations to different businesses
- Staff spends less time on day-to-day monitoring

In addition, the company uses GravityZone Security for Containers to protect container workloads against modern Linux and container attacks across hybrid and multi-cloud environments. The company also has implemented GravityZone Full-Disk Encryption for automated management of encryption keys in some businesses.”

## THE RESULTS

With Bitdefender MDR, the company gained a fast, cost-effective on-ramp to greater cybersecurity protection, according to the group CISO: “We decided the fastest route to sustained value with a small team was to partner with a provider rather than go it alone.”

Since selecting the Bitdefender MDR solution over a year ago, the company has been protected from any cyber-related disruptions.

The group CISO explains, “Bitdefender MDR has improved our risk management now that we have clear visibility and consistency of protection and maturity and 24x7 coverage across each of our businesses. Our biggest comfort is having professionally trained eyes and technologies looking at events happening across our global operations consistently no matter where the solutions are located. If something happens, there will be an immediate response instead of waiting until someone is back in the office that morning or after the weekend—a capability that previously wasn’t available to our smaller businesses.”

As another protection layer, the company’s businesses have empowered Bitdefender MDR to execute pre-approved actions when suspicious activity is detected in the workstation environment.

“We’ve deployed MDR’s pre-approved actions for our user devices since we see them most at risk and are typically the first point of entry for the most attacks. Also, the risk of approved actions on an endpoint creating significant and unnecessary impact are lower,” says the group CISO. “This capability allows to gain another 20-30 minutes to prevent a compromised endpoint from spreading and causing a long-term outage.”

According to the group CISO, the company credits Bitdefender MDR with improved efficiency and productivity: “Bitdefender added cybersecurity capabilities and services without making our environment more complex. We spend less time on the day-to-day grind of monitoring now. In addition, we have the flexibility to implement different levels of cybersecurity integration and operations to suit each of our businesses.”

Another highlight is the close, cooperative nature of the relationship between the company and Bitdefender. For example, when one of the company’s partners shared that it had been compromised, the company shared the details with Bitdefender. In response, Bitdefender executed threat hunting exercises and proactively raised the monitoring levels in that environment.

The group CISO notes, “The strength of our relationship with the Bitdefender MDR Security Account Manager and elite service team significantly increase the value of the Bitdefender MDR solution. Our Bitdefender contacts are responsive to our feedback and bring in the right teams—from MDR services to customer support to product development. We are pleased with Bitdefender’s commitment and how they are always quick to respond to our questions and requests.”

“With some vendors, once you’ve bought a product, you’re treated like a number, and it becomes difficult to get someone on the phone,” adds the company’s global head of security operations. “With Bitdefender, it’s been quite the opposite. I have worked extensively with different managed service providers and Bitdefender MDR stands out for its excellent value and client service.”

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Group Chief Information Security Officer

### Bitdefender Footprint

- Bitdefender Managed Detection & Response Enterprise
- GravityZone Security for Containers
- GravityZone Full Disk Encryption

### IT Environment

- Amazon Web Services
- Citrix XenApp
- Citrix XenDesktop
- Citrix XenServer
- Docker
- Google Cloud Platform
- Google Workspace
- Kubernetes
- Microsoft Active Directory
- Microsoft Azure
- Microsoft Exchange
- Microsoft Hyper-V
- Microsoft Office 365
- Microsoft SQL Server
- Nutanix
- VMware ESXi
- VMware Horizon View
- VMware NSX
- VMware vSphere