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Case Study: Built for Scale, Secured for Trust - KMF Group - SOC & Managed Services

To support rapid growth while protecting brand reputation and client trust, KMF Group partnered with Krome Technologies to put a secure, resilient, and scalable technology foundation in place. Through a combination of Managed Services, proactive security operations, and end-user support, Krome works alongside KMF to ensure their systems, data, and people can operate reliably at pace, enabling the business to focus on delivering high-profile client projects with confidence.

Know Mean Feat - KMF Group

Know Mean Feat (KMF Group) is a market leading retail marketing agency delivering end to end creative, production, and installation services for high performing brands and retailers across the retail landscape. Their integrated in-house departments work seamlessly to take campaigns from concept to store with precision, speed, and stand-out quality.

Founded in 2020 by a team of just three, KMF has seen rapid and sustained growth over the past six years. Today, the business employs more than 120 people across multiple locations including Surrey, Manchester and supports a highly distributed workforce of office-based, on-site, and remote users.

To support this growth and ensure their IT estate could keep pace with the scale, pace, and reliability their high-profile retail clients expect, KMF partnered with Krome Technologies to strengthen the security, resilience, and scalability of their IT operations. Through a combination of Managed Services, Security Operations Centre (SOC) capabilities, and User Support Services, Krome delivers measurable improvements in system resilience, security posture, and service quality.

KMF's Environment Includes:

- Palo Alto Networks Firewalls
- Windows/macOS device estate
- Distributed network infrastructure
- SaaS & Microsoft 365 workloads

Customer Details

Retail Marketing Agency
with approximately 120 Employees

Business Challenge

Supporting rapid growth while protecting client data, system reliability, and brand reputation

Benefits Experienced

- Improved visibility into IT performance
- Stabilisation of network and security infrastructure
- Reduced operational risk through proactive insights
- Strengthened threat detection and response
- Enhanced visibility of KMF's security posture
- Rapid identification of vulnerabilities and prioritised remediation
- Continuous improvement across their Microsoft Cloud environment
- Reliable end user support with consistent SLA performance
- Reduction in recurring user account and email/calendar issues

“Krome’s Managed Services have given us the confidence that our systems will keep pace. Their expert monitoring and preventative maintenance mean issues are addressed before they impact us, helping us maintain the level of reliability our clients expect.”

Gareth Herbert | Chief Operating Officer | KMF Group

Managed Services: From reactive support to proactive, governed operations

Before partnering with Krome under a formal Managed Services agreement, Know Mean Feat (KMF Group) was navigating the natural IT challenges that come with rapid growth and increasing operational scale.

As the business expanded across new locations and took on more complex, time-critical projects, their existing IT environment evolved organically to meet immediate needs. While this approach supported momentum, it also meant that systems were largely managed reactively, with limited opportunity to step back and define a longer-term technology roadmap.

With a growing, distributed workforce and an increasing reliance on digital systems to deliver high-profile client work, KMF recognised the need to introduce greater structure, consistency, and forward planning, ensuring their IT estate could scale securely and reliably alongside the business.

In May 2025, Krome onboarded KMF into their fully governed Managed Services framework, covering their entire operational infrastructure across multiple sites. This includes the management and upkeep of their Palo Alto Networks firewalls, ensuring firmware is kept current and GlobalProtect VPN agents remain aligned with recommended versions.

Krome also provides ongoing visibility into endpoint compliance, Windows update status, policy enforcement, and security baseline adherence, alongside the controlled management of administrative access and due diligence around new software installs to protect end-user security and system uptime, with identified remediation actions fed directly into the helpdesk for timely resolution.

Krome’s Chief Operating Officer, Gareth Herbert commented: “Krome take real ownership of the detail. From managing admin access for new software installs to applying due diligence across our endpoints, they ensure everything is introduced securely and without disruption, helping keep our systems secure and available when we need them.”

Krome’s structured service cadence includes monthly reviews that analyse support activity over the previous six months, highlighting total tickets raised, the balance between incidents and service requests, key issue categories such as applications, email and calendar, and user accounts, as well as emerging support trends and overall SLA performance.

SOC Services: Continuous security visibility and protection

Before engaging with Krome’s SOC service, KMF were operating in a rapidly evolving landscape where their security requirements were increasing in complexity. As the organisation continued to grow and support well known, high profile clients, it became essential for them to enhance visibility across their endpoints, cloud services, and applications to ensure their data remained protected to the highest standards.

Early security assessments identified opportunities to strengthen centralised monitoring, consolidate telemetry, and gain clearer insight into software exposure and configuration baselines. Through structured Secure Score and vulnerability assessments, Krome provided KMF with a unified and data driven view of their security posture, allowing them to prioritise improvements and align more closely with industry best practice.

These insights highlighted optimisation areas such as increasing endpoint protection consistency and addressing common attack surface software. KMF’s decision to onboard into Krome’s SOC service in August 2025 reflected their proactive commitment to strengthening cyber resilience and ensuring their environment benefited from continuous monitoring, advanced threat detection, and expert security guidance, reinforcing their responsibility to safeguard both internal operations and the sensitive data entrusted to them by their clients.

KMF is now fully integrated into Krome’s Managed SOC ecosystem. This includes Defender for Endpoint, Microsoft Secure Score optimisation, software vulnerability exposure management, and monthly SOC reviews that highlight true/benign cases, attack paths, and exploitable software risks.

Krome’s SOC processes are underpinned by Microsoft Sentinel, which ingests telemetry across endpoints, identities, cloud services and applications, enabling analysts to detect, investigate, and respond to threats in real time under the formal SOC service definition agreed in their MSA framework. This combined MDR and SIEM coverage continuously strengthens KMF’s threat posture.

“With Krome’s managed SOC service, we’ve gained the reassurance that our clients’ data is protected to the highest standards. Knowing our systems are being proactively monitored by experienced security analysts gives us real confidence, it’s strengthened how we operate and how we can demonstrate assurance to our brand partners,” commented Herbert.

“Support feels consistent, whether our teams are on site, in the studio, or remote. Issues are resolved quickly and recurring problems have dropped thanks to the insights provided in our regular service reviews.”

Gareth Herbert | Chief Operating Officer | KMF Group

Microsoft 365 Data Protection

As KMF’s use of Microsoft 365 expanded to support a growing, distributed workforce and increasingly time-critical project delivery, the need for consistent, independent protection of cloud-based data became critical. With collaboration data spread across email, SharePoint, and OneDrive, ensuring recoverability and continuity was essential to avoid disruption and safeguard ongoing client work.

“Our project timelines are tight. Knowing our collaboration data is accessible, backed up and recoverable is critical for us to be able to deliver without disruption,” explained Herbert.

To address this, Krome delivers robust Microsoft 365 data protection for KMF using Veeam Cloud Connect to safeguard Exchange Online, SharePoint, and OneDrive workloads. Backup jobs are monitored daily across all regions, with any failures identified and remediated the same day to maintain data integrity and service resilience.

This approach ensures reliable restore capability across KMF’s collaboration platforms, supporting business continuity and providing confidence that critical user data is protected, recoverable, and operationally resilient.

End-User Support: Consistent end user support experience, wherever teams work

Krome also delivers comprehensive end-user support for Know Mean Feat’s 120 users, providing a consistent, reliable service that underpins day-to-day productivity across the business. Support is delivered through a structured, tiered model, with seamless escalation across Tier 1, Tier 2, and Tier 3 engineering teams, alongside ongoing user and device lifecycle management within the Microsoft 365 admin portal.

Common support issues, ranging from user account and email or calendar queries through to application-level incidents, are analysed through regular root cause reviews. Findings and remediation actions are captured within monthly service review reports, demonstrating SLA-aligned response times and a proactive focus on reducing recurring issues over time.

This operational support layer ensures KMF’s teams can stay focused on delivering high-profile client projects, while Krome maintains the stability, compliance, and security of the underlying IT environment.

Partnership for Success

KMF’s partnership with Krome reflects a shared commitment to building a secure, resilient, and scalable technology foundation capable of supporting the agency’s continued growth and the expectations of the global brands they serve.

By integrating Managed Services, SOC capabilities, data protection, and end user support into a cohesive model, Krome provides the structure, expertise, and proactive oversight needed to keep KMF’s operations running smoothly.

This partnership led approach ensures their teams can focus on delivering exceptional client experiences, confident that their systems, data, and users are supported by a trusted technology partner who is invested in their long term success.

“What stands out with Krome is the genuine partnership approach. They don’t just support our systems; they care about the success of our business.

Their team works alongside ours, proactively guiding us and making sure our operations run smoothly so we can stay focused on delivering for our clients.”

Gareth Herbert | Chief Operating Officer
Know Mean Feat - KMF Group

