



## CASE STUDY

# \$1B Retail Manufacturer Transforms Security Operations Strategy with Optiv SSI Capabilities

### OVERVIEW

A global retail manufacturer that distributes and sells apparel online and via hundreds of brick-and-mortar retail outlets reviewed their past security assessments and found their security operations lacking. As a publicly traded organization with a cloud-first mentality and a focus on digital transformation, having effective security controls and risk management policies in place is critical.

The client's security strategy was immature and complicated by excessive, noisy vendor relationships. The board of directors and executive leadership team grew increasingly concerned that they were not seeing improvement in risk posture. As leadership began to inquire internally and among their security partners, it became apparent that a new approach to security operations was needed immediately.

### HOW OPTIV HELPED

Optiv partnered with the successful retail manufacturer to understand the client's desired risk profile. The engagement began with a comprehensive executive briefing followed by six weeks of deep discovery to align solutions to the strategy and risk roadmap. Optiv's diverse team of technical and security experts engaged to create a holistic managed security operations program mapped to 15 areas of operational risk improvement. Multiple operational gaps were addressed within a single initiative and single statement of work, with the goal of improving people, processes and technology.

### INDUSTRY

Retail

### CHALLENGES

- Heightened operational risk, disjointed projects and vendor overload
- Board of directors and executive leadership team mandate for immediate resolution
- Lack of strategic alignment around goals and objectives
- Legacy security systems, IT debt and misaligned staff costs and risk

### SOLUTION

- Comprehensive security operations program
  - » SIEM optimization and management
  - » Tools upgrade and implementation
  - » Proactive and reactive services
- Vulnerability management program
- Attack surface management and risk reduction
- Incident management and forensics
- Security awareness training
- Annual assessments for continual improvement
- Program management and executive service delivery

### RESULTS

- Improved 15 areas of operational risk
- Displaced multiple vendors
- Realigned and uplifted staff
- Transferred costs and risk to Optiv

### NEXT STEPS

- Extend security operations into cloud, identity and data management functions
- Leverage risk-based methodology across a portfolio of cybersecurity services
- Provide strategic guidance and knowledge sharing to improve security

#### Secure your security.™

Optiv is a security solutions integrator – a “one-stop” trusted partner with a singular focus on cybersecurity. Our end-to-end cybersecurity capabilities span risk management and transformation, cyber digital transformation, threat management, cyber operations, identity and data management, and integration and innovation, helping organizations realize stronger, simpler and more cost-efficient cybersecurity programs that support business requirements and outcomes. At Optiv, we are leading a completely new approach to cybersecurity that enables clients to innovate their consumption models, integrate infrastructure and technology to maximize value, achieve measurable outcomes, and realize complete solutions and business alignment. For more information about Optiv, please visit us at [www.optiv.com](http://www.optiv.com).

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