

## CASE STUDY

# Optiv's Managed Security Services Mitigate Risk for Multi-Brand National Retailer

## OVERVIEW

For over 60 years, a leading multi-brand national retailer has specialized in apparel and sporting goods - expanding in over 1,000 store locations while maintaining evolving security demands. Their security teams were tasked with meeting compliance requirements for a secure payment program that tackles business risks, meets privacy and data loss prevention requirements. After achieving PCI compliance, the security team quickly realized it was just the tip of the iceberg when dealing with sensitive data and mitigating risk.

The security team committed to building a holistic security program and ensure they had the right balance of people, processes and technologies. Once the technologies were in place and point of sale (POS) data was encrypted, they needed to optimize their program for risk management 24x7x365.

The team did not have enough expertise and lacked the resources to transition from a reactive approach to a proactive approach around the clock. This resulted in an increased likelihood of data breaches and meant compliance requirements would not be met. Ultimately, the retailer faced a loss of productivity, visibility and additional security risks.

## HOW OPTIV HELPED

Optiv Security's Office of the CISO collaborated with the retailer's security team to take an inventory of existing solutions, assess potential risks, and coverage to assist in building the foundation for an effective security program. Optiv's Client Solutions Architects demonstrated the core capabilities of a security solutions integrator (SSI) by providing a customized report that included top recommendations for action within alignment for their retail compliance requirements, while optimizing their security program to align with business drivers. As an extension of the security team, Optiv's Managed Security Services (MSS) provided critical 24x7x365 remote access to essential expertise and infrastructure needed to maximize costs and resources. The security leadership team now has a long-term roadmap that helps reduce risk and maximize efficiency.

Optiv is a market-leading provider of end-to-end cybersecurity solutions. We help clients plan, build and run successful cybersecurity programs that achieve business objectives through our depth and breadth of cybersecurity offerings, extensive capabilities and proven expertise in cybersecurity strategy, managed security services, incident response, risk and compliance, security consulting, training and support, integration and architecture services, and security technology. Optiv maintains premium partnerships with more than 350 of the leading security technology manufacturers. For more information, visit [www.optiv.com](http://www.optiv.com) or follow us at [www.facebook.com/optivinc](https://www.facebook.com/optivinc) and [www.linkedin.com/company/optiv-inc](https://www.linkedin.com/company/optiv-inc).

## INDUSTRY

Retail

## CHALLENGES

- Limited staff and expertise
- Ability to proactively identify and respond to potential threats
- Protecting an increasing amount of data and maintaining compliance
- Building a secure foundation for an effective security program

## SOLUTION

- Optiv's MSS delivered critical 24x7x365 remote monitoring
- CyberArk for discovering, securing and protecting privileged credentials
- Security Strategy Assessment (SSA) to align business objectives, collaborate and deliver cost-effective recommendations to enhance their cybersecurity program

## RESULTS

- Alignment of business drivers and defined security requirements
- Optimization of cybersecurity operations that enhance visibility and uncover vulnerabilities
- Creation of an actionable and prioritized security program roadmap
- Security team is now able to focus on higher priority projects and maintain compliance
- Collaborative partnership and a trusted advisor to evaluate products and services



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