Thrive Homes Case Study

Thrive Homes

Service:

Cyber Maturity Assessment

caseStudy

How Thrive Homes was able to review and understand company-wide security posture & risk with a NIST Cyber Maturity Assessment

The Requirement

Thrive Homes is a professional landlord providing homes where people can thrive. The business is built around the importance of a home as the foundation that enables individuals and families to build and sustain the lives they want.

Thrives own and manage over 5,000 homes throughout Hertfordshire, Bedfordshire Buckinghamshire and Oxfordshire delivering much-needed homes for social and affordable rent, intermediate rent, leasehold, shared ownership and private market rent (through Thrive Places). They are focused on increasing housing availability and affordability in one of the most expensive parts of the UK.

As a business, Thrive is continually looking to the future and pursuing its growth ambitions through joint ventures and investment partnerships, acquisitions and managing homes on behalf of others. This growth is dependent on technology meeting the demands of the business and the customer. Good progress has been made since 2018. With a new Head of IT dedicated to the modernisation of the organisation's IT assets, cloud migration projects were executed, and new systems and applications were introduced.

The safety of customers is a key purpose that guides the organisation in its day-to-day activities, so Thrive wanted to ensure that now the IT infrastructure had been brought up to date, they had a strong security posture to protect customer data. They also wanted a clear view of what the current cyber security situation looked like, and where they might need to get to for complete protection.

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CYBER SECURITY EXPERTS

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Internally, Thrive conducted a risk assessment and identified some gaps that they wanted to address. However, to feel confident that everything had been covered, they wanted an independent review from cyber security experts. They wanted a provider who had deep knowledge of both the wider cyber security landscape and the regulation and compliance frameworks. This is where the DigitalXRAID team got involved to support them on this project following consultations with key experts.

The Solution

DigitalXRAID recommended that Thrive Homes conduct a cyber security maturity assessment, as several steps had already been taken towards understanding the organisation's risk and security posture. The assessment evaluated the company's operational resilience and cyber security procedures aligned with the National Institute of Standards and Technology (NIST) Framework.

The team worked closely with all departments across the business to understand the procedures already in place, conducted against the five key domains, 23 categories and 108 subcategories which NIST covers. The assessment didn't just cover technical controls, but also resilience across all people, process and technology areas for a truly holistic view. DigitalXRAID assessed the existing risk register, controls and tooling that had been put in place to assess whether there were any gaps that hadn't already been considered.

On completion of the assessment, DigitalXRAID supplied a comprehensive report which gave Thrive a baseline of their current cyber maturity and risk level. Resilience indicators delivered in the report highlighted any areas of vulnerability as well as the recommended steps to reduce any remaining risk to acceptable residual levels for the business.

This report is suitable to be shared with senior management in order to raise awareness of cyber security and current risk at board level and will provide guidance for a cyber security strategy directly aligned to strategic business goals.

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> *"The DigitalXRAID team were fantastic throughout the project and very process driven. They really probed into all areas of our technology, risk and controls, which is exactly what we needed. The whole experience was very enjoyable because the approach from DigitalXRAID was so open and honest but also well integrated with the entire business. It's a breath of fresh air to get positive feedback from the different departments"*
>
> *John Stenton, Head of Information Technology, Thrive Homes*

The Results

The output from the assessment will enable Thrive Homes to understand their current cyber security posture and have a baseline of their existing cyber maturity. They have been able to identify any gaps to be addressed and define a security governance model for the organisation.

Following on from the assessment, Thrive can produce a clear and prioritised maturity plan, and can implement cyber security playbooks in line with their new governance model, so that the whole business is more involved in cyber security, and everyone understands what action to take should an employee or customer be affected. Cyber security has become much more visible within the business and awareness has increased all the way up to the board level as a result of the NIST report.

Following on from the NIST assessment and development of a cyber maturity plan, Thrive plan to extend their certifications further, looking towards ISO 27001 certification as an overarching framework with technical controls.