

# Case Study Victorian Plumbing



Service:



## How Victorian Plumbing gained full visibility and remediation control of cyber threats with an outsourced SOC service

### The Requirement

Victorian Plumbing is the UK's largest bathroom retailer, headquartered in the North West of the UK, selling a huge range of modern and traditional bathroom products on its online store as well as in its showrooms.

Victorian Plumbing is passionate about providing the best possible shopping experience for its customers throughout each stage of the process, from browsing and ordering, to receiving goods. Victorian Plumbing's key aim is to make the whole process as safe and easy as possible.

Following an internal gap analysis and ISO 27001 certification process, a roadmap to enhance Victorian Plumbing's security posture and therefore the safety and protection of its customers had been defined.

One of the priorities on the roadmap was to gain better visibility by implementing a Security Information and Event Management (SIEM) system. However, the internal IT team at Victorian Plumbing wouldn't have the bandwidth or specialist skills needed to address any alerts and remediation.

Victorian Plumbing's IT team decided that the best solution was to find a cybersecurity partner to outsource the SIEM solution to. Working with its IT service provider, Victorian Plumbing engaged with specialist providers to consult on the cybersecurity protection options available, and the best solution for its requirements.

CaseStudy

# Case Study Victorian Plumbing



## Service:



## The Solution

DigitalXRAID consulted with Victorian Plumbing and its IT Service Provider on the specific business challenges and requirements, including its infrastructure set up. DigitalXRAID's Security Operations Centre (SOC) service was identified as the best solution to requirements, providing 24/7 security monitoring and remediation.

The Security Operations Centre (SOC) service has SIEM & Log Management at its core that aligns to the MITRE framework. This is integrated with other industry leading tools to also provide features such as Asset Management, IDS & IPS, Threat Detection, Endpoint Detection & Response (EDR), Threat Intelligence (CTI), Dark Web Monitoring, Continuous Vulnerability Monitoring, and File Monitoring. This makes it a true Extended Detection & Response (XDR) solution to provide complete protection for Victorian Plumbing across its entire attack surface.

As part of the SOC service, specialist SOC analysts would be monitoring Victorian Plumbing's infrastructure and systems on a 24/7 basis and taking action against any threats within minutes to protect business operations and customer data.

The SOC team are a group of highly qualified security professionals, trained to the highest industry standards with recognised certifications across an array of technologies and industry accreditations. They work closely with Victorian Plumbing's IT team as a true partner and extension of its internal department.

The first stage of the SOC service deployment was to conduct a Threat Model Workshop. DigitalXRAID's analysts spent time with Victorian Plumbing's IT team to better understand its infrastructure, identify critical resources and customise the deployment plan to its specific needs.

# Case Study Victorian Plumbing



## Service:



Following the agreement of a Design Document, data sources were integrated into Victorian Plumbing's security management platform and tested, so the service could be fully deployed to start the 24/7/365 monitoring as soon as possible.

DigitalXRAID operates on a rapid deployment objective. Any systems that hold customer data or were operationally critical were prioritised to be protected immediately. This avoided any delay in deployment for Victorian Plumbing's most important assets and prevented months-long timelines to set up the whole service before systems and networks were protected.

Victorian Plumbing's SOC service now has full visibility of all infrastructure and systems to monitor and detect any threats or suspicious activity on a 24/7/365 basis. As a vendor agnostic service that is based purely on customer needs, Victorian Plumbing weren't forced to rip and replace any existing tech stack or tooling as part of the service onboarding.

"The DigitalXRAID team are really helpful and extremely knowledgeable.

They know their stuff and have spent time to understand our business so they can anticipate what we need.

The whole team is very easy to work with and very quick to respond to, and turnaround any requests"

*Tony Volpe, Head of Infrastructure and Security,  
Victorian Plumbing*

# Case Study Victorian Plumbing



## Service:



## The Results

Through the SOC service and access to the customer portal, Victorian Plumbing's internal IT team now has the visibility needed to fully understand the cyber threats they face. DigitalXRAID and Victorian Plumbing work very closely together to ensure that the security of business operations and customer data is paramount.

The Security Operations Centre (SOC) service enhances Victorian Plumbing's overall security posture and reduces risk, without the need for any additional strain on internal IT resources. DigitalXRAID has identified any threats very early on in the attack chain, and these threats have been mitigated very quickly before a breach can occur. With machine learning (ML) and Generative AI built into Victorian Plumbing's SOC solution, any issues or events that are alerted are dealt with using well defined automation rules or by DigitalXRAID's SOC team, within minutes.

The insight that DigitalXRAID's SOC team gain across various customer environments, as well as the years of experience and industry accreditations held, provide an aggregate value for threat intelligence and monitoring that a single organisation couldn't achieve alone. Victorian Plumbing benefits from the 'one affected, all protected' extended threat detection (XDR) powered SOC service that DigitalXRAID provides.

The SOC team neutralise any incidents within an average of 8 minutes. Incidents and activity are visible in real-time through DigitalXRAID's unified security portal dashboard.

CaseStudy

DigitalXRAID are an award-winning managed security services provider dedicated to providing our clients with state-of-the-art cyber security solutions. We specialise in Vulnerability Management, Threat Intelligence, Information Security, PCI-DSS, Penetration Testing, Managed Security Services, Security Consultancy, and offer a fully managed Security Operations Centre (SOC) for your complete cyber security protection.

Visit [www.digitalxraid.com](http://www.digitalxraid.com)

Contact us:

0800 090 3734

[info@digitalxraid.com](mailto:info@digitalxraid.com)