

African + Eastern Deploys Comprehensive Security Program with Secureworks

The combination of Secureworks® and Finesse delivers threat monitoring, detection, and response to reduce organizational risk



Challenge

African + Eastern is a Middle East leader in beverage alcohol featuring a wide variety of spirits, beer, wine and champagne, tracing its roots back three centuries, first as a general trading company originating in Africa and more recently throughout the Middle East with more than 50 years of expertise exclusively in the distribution of alcoholic beverages in the Arabian Gulf. Group Information Systems Manager, Santhosh John Thomas, recalled how the organization built its cybersecurity defenses on perimeter firewalls, next-generation firewalls and intrusion prevention systems. As the company grew and added endpoint detection and response technology to its infrastructure, Thomas realized this defense focus on multiple point products was not the holistic security approach African + Eastern needed to stay ahead of threat actors and minimize their organizational risk.

“There came a point where we realized the path we were on might not be the right one,” Thomas said. “We needed to shift our perspective. We recognized the need for a comprehensive cybersecurity portfolio, viewed from a different angle. This promoted us to embark on a new direction: establishing our very own Security Operations Center (SOC).”



african+eastern
INSPIRING GREAT BLENDS

Name: African + Eastern

Industry: Beverage Distributor

Country: United Arab Emirates

Employees: 300

CHALLENGES

- No holistic security approach across multiple security products
- Inability to detect threats and respond to cyberattacks
- Lack of internal security operations personnel

SOLUTION

African + Eastern selected Secureworks Taegis™ ManagedXDR and Taegis ManagedXDR Elite to:

- Deliver around-the-clock monitoring, investigation and response to valid threats
- Comprehensive visibility and threat detection
- Proactive, continuous threat hunting

BENEFITS

- Comprehensive approach to security monitoring and threat detection
- Access to security expertise, threat hunting and threat intelligence
- Combination of global security leader and in-region security operations partner

Solution

Given the cost of constructing and operating an internal SOC and the difficulty in hiring, training and retaining skilled security resources, African + Eastern determined that building an in-house SOC wasn't feasible. Instead, Thomas said the decision was made to find a robust security solution that could deliver extensive security operations experience and an established SOC from an external security provider.

Secureworks' managed detection and response (MDR) solution – Taegis ManagedXDR – set itself apart during the company's process of evaluating third-party solutions. Secureworks MDR delivers the 24/7 holistic visibility African + Eastern requires via the Taegis platform, which continuously gathers and interprets telemetry from proprietary and third-party sources throughout a customer's environment, including endpoint, network, cloud, identity, OT, email, and business applications, and features hundreds of out-of-the-box integrations.

Secureworks delivered numerous demos and a proof-of-concept to show the value of Taegis, and the skill and expertise of its security operations personnel, threat intelligence, incident response and threat hunting capabilities. Each MDR customer works with a Customer Success Manager (CSM) who collaborates with customers to set and meet goals for security program success, and a Threat Engagement Manager (TEM) who meets with customers every quarter to review overall security posture and areas to improve and reduce overall risk.

"The reliability of Taegis stood out," Thomas said. "The platform proved to be exceptionally effective during our evaluation. It offers comprehensive threat detection and correlation rules, which impressed us greatly. This level of effectiveness left no doubt in our discussions, making it clear that Secureworks could meet our security and business requirements."

The Cybersecurity Journey

A powerful differentiator for African + Eastern is the strong Secureworks presence in region, including incident responders, penetration testers, security engineers, sales support and CSMs. African + Eastern also purchased Secureworks Taegis ManagedXDR Elite, a powerful add-on to MDR that delivers continuous proactive threat hunting across its environment and bi-weekly meetings with the threat hunter to discuss findings and recommendations.



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Santhosh John Thomas
Group Information Systems
Manager, African + Eastern

“Secureworks, with its wealth of experience, introduced valuable insights into our discussions,” Thomas said. “We found ourselves in strong agreement on critical aspects such as incident response, threat hunting and the validity of security measures. Their commitment to security aligns perfectly with our vision, making them an ideal collaborator in our pursuit of safeguarding our organization.”

African + Eastern sought a local security operations resource that could work exclusively for its organization. Secureworks’ strategic partner Finesse is based in Dubai and works closely with Secureworks on the delivery of Taegis offerings. Through this partnership, Finesse has provided a resource possessing experience in Taegis and in security operations to work directly with African + Eastern.

This security operations expert has augmented African + Eastern’s team by working directly in the Taegis platform, collaborating with the Secureworks SOC on alert investigations, escalating incidents to the African + Eastern team and driving remediation and improvement efforts.

“The proficiency of the Secureworks platform, combined with this local presence, has contributed immensely to keep us safe and secure,” Thomas said. “Should any security issue arise, we know exactly who to contact first and have a well-defined protocol for escalation.”

The combination of Secureworks and Finesse provides African + Eastern with the perfect solution to enhance its ability to safeguard the organization against cyberthreats and reduce their overall risk. For Thomas, teaming up with Secureworks and Finesse represents a necessary next step in his organization’s cybersecurity journey.

“In a rapidly evolving security landscape, where new threats and vulnerabilities emerge daily, investing in security is akin to securing insurance for our digital existence,” Thomas said. “It’s an indispensable safeguard that shouldn’t be overlooked.”



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Santhosh John Thomas
Group Information Systems Manager,
African + Eastern

Secureworks®

Secureworks (NASDAQ: SCWX) is a global cybersecurity leader that secures human progress with Secureworks® Taegis™, a SaaS-based, open XDR platform built on 20+ years of real-world detection data, security operations expertise, and threat intelligence and research. Taegis is embedded in the security operations of over 4,000 organizations around the world who use its advanced, AI-driven capabilities to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.



For more information, call **1-877-838-7947** to speak to a Secureworks security specialist. secureworks.com