

# RICS (Royal Institution of Chartered Surveyors)

## Case Study

**RICS increase their cyber security with 24x7 monitoring, implementing best-of-breed solutions and making cost-savings of 48%.**



### Overview

The Royal Institution of Chartered Surveyors can trace its beginnings back to 1792. They are a professional body with over 900 staff globally, supporting over 130,000 members who shape everything from roads, bridges and tunnels; to skyscrapers, stations and stadiums.



### Challenge

RICS has always taken cyber security seriously and has multiple security tools at its disposal. However, they lacked a dedicated security team, 24x7 support, and infrastructure-wide visibility of their estate. They recognised that their business was exposed to sophisticated attacks.

With several existing solutions deployed over time, RICS needed to ensure these were still suitable for the new infrastructure and current threat landscape.

### At a Glance

**Customer:** RICS (Royal Institution of Chartered Surveyors)

**Organisation Size:** 500-1,000

**Industry:** Professional Body

**Solution:** SOC & MDR

**Products:** Microsoft Sentinel, Microsoft Azure, SentinelOne, ZScaler, Fortinet



### Solution

After a detailed Managed Security Service tender, RICS selected CyberOne's SOC and MDR service as their preferred solution.

CyberOne combines industry-leading vendor technologies with human expertise to deliver an outcome-based solution. At the heart of the service is Microsoft Sentinel – the leading security information and event management system (SIEM) from Microsoft.

By managing, investigating, and triaging alerts, it provides RICS with actionable remediation advice for quick and effective incident resolution 24/7. Additionally, it offers centralised visibility, eliminating the need to review multiple technology vendor dashboards.

RICS only receive alerts for genuine incidents, allowing their in-house team to no longer waste time investigating false positives. To provide next-generation EDR capabilities, CyberOne deployed SentinelOne on RICS' endpoints and integrated this into the SIEM solution. Solutions from ZScaler and Fortinet were also integrated to deliver a world-class cyber security service.



## Results

- **Enhanced Visibility** - Centralised and comprehensive visibility across all environments - one platform with PowerBI dashboards allows RICS to understand what is happening at all times.
- **Cost Control** - Microsoft Sentinel is a consumption-based solution, therefore RICS only pays for the services they consume. This is constantly being optimised by the CyberOne SOC team. With Microsoft Azure and Microsoft 365 logs ingested free of charge, the software element of the combined solution costs up to 48% less than comparable SIEM solutions.
- **Increased Security Capability** - Previously, RICS in-house team lacked the capacity or deep technical knowledge to respond to and investigate all security alerts generated by their existing cyber security tools. CyberOne's 24x7 SOC team provides "eyes on screen" monitoring to ensure important security events aren't missed and incidents are managed proactively and remediated quickly.
- **Optimisation of Existing Security Tools** - RICS had invested in quality cyber security solutions but wasn't getting the best value from them. Working with CyberOne and integrating into their SOC has provided better ROI and an improved overall security posture.
- **Threat Hunting & Threat Intelligence** - As part of the service, CyberOne SOC analysts utilise proactive threat hunting to identify threats before they become security incidents. Threat intelligence feeds are integrated into Microsoft Sentinel to identify indicators of compromise. Working on a flexible consumption-based, pay-monthly subscription model, RICS does not pay for any unused capacity. They have made no upfront investments in technology, training, or resources, and their pricing plan is clear, simple, and transparent.



CyberOne are an integral part of the ecosystem for RICS. They have come up with options and ideas that have taken our security profile and posture forward, providing real value.

**Shamrose Durrani, Head of Digital Services, RICS**

## About CyberOne

A Microsoft Security Elite Partner and member of the Microsoft Intelligent Security Association (MISA), delivering world-class AI-augmented Managed Extended Detection & Response (MXDR) services. Our Microsoft-verified Managed XDR solution combines Microsoft's security platform with CyberOne's accredited experts to help organisations prevent, detect and respond to modern cyber threats faster while accelerating cyber maturity and maximising Microsoft investments.

Through our 24x7x365 Global Security & Network Operations Centre (SNOC), CyberOne provides continuous protection supported by NCSC-accredited Cyber Incident Exercising and Response, CREST-accredited SOC services and Penetration Testing, alongside clear, measurable service level agreements (SLAs). CyberOne's Consulting, Professional and Managed Security services help organisations protect critical operations, strengthen compliance and move confidently from cyber risk to cyber resilience.



+44 (0) 3452 757575

hello@cyberone.security

cyberone.security

