

Thai Union

Case Study



Overview

Thai Union Group is a global leader in the seafood and pet food industries, renowned for its portfolio of market-leading brands such as John West, Chicken of the Sea and King Oscar.

With over 50,000 employees and operations across North America, Asia and Europe they have a vast, complex infrastructure. Thai Union's hybrid IT environment combines established systems with modern cloud technologies, primarily based on Microsoft platforms.

As the company continues to grow, ensuring robust cyber security across its global footprint is a priority as part of its Risk Management Culture strategy.



Challenge

Thai Union sought to modernise its cyber security and initially explored SIEM and SOC solutions from various vendors. Through CyberOne's expertise and workshops, the company recognised the benefits of Microsoft Security's cloud-first approach.

CyberOne showcased how Microsoft's unified solution could provide centralised management and visibility across both cloud and legacy systems. This, combined with CyberOne's knowledge and scalable delivery, guided Thai Union's transition to a Microsoft-based security framework.

The highly competitive global tender process attracted leading cyber security providers, including large consulting firms, technology vendors, and MSSPs. CyberOne's unique ability to integrate Microsoft's comprehensive security stack into Thai Union's complex environment secured them as the preferred partner.



At a Glance

Customer: Thai Union

Organisation Size: 50,000+

Industry: Food & Beverage

Solution: Managed SOC & MDR

Products: Microsoft Defender XDR, Microsoft Sentinel



Solution

CyberOne partnered with Thai Union to provide an end-to-end security solution, utilising the Microsoft Security stack. They introduced Microsoft Sentinel for Security Information and Event Management (SIEM) and Defender for threat detection and response, ensuring Thai Union could centralise its security management.

CyberOne engaged Thai Union's global teams, leading workshops to showcase the capabilities of the Microsoft Security suite. The solution provided real-time monitoring, visibility across their entire attack surface, and seamless integration with both their legacy and cloud infrastructure. CyberOne also ensured that this transformation aligned with Thai Union's sustainability and risk management frameworks, demonstrating the broader value of the solution.



Results

The partnership between Thai Union and CyberOne delivered significant improvements in the company's cyber security posture:

- **Enhanced Visibility and Control:** The implementation of Microsoft's cloud-first SIEM and SOAR solutions provided Thai Union with centralised management and comprehensive visibility across their global IT infrastructure, covering both cloud and established systems.
- **Strengthened Security Posture:** By integrating Microsoft's security stack, Thai Union enhanced its ability to detect, respond to, and mitigate cyber threats in real-time, significantly reducing response times and potential vulnerabilities.
- **Global Scalability:** The scalable security framework enabled seamless management of cyber security across Thai Union's diverse global operations, ensuring that all regions were protected consistently and efficiently.
- **Improved Efficiency:** Automated capabilities decrease response times to incidents and enable Thai Union to focus on continuous improvement to further enhance efficiency.
- **Cost-Effective Security:** By leveraging Microsoft's comprehensive security platform, Thai Union maximised its existing Microsoft investments while avoiding needing multiple third-party vendors, resulting in cost savings and operational simplicity.

This transformative cyber security approach has positioned Thai Union to protect its global operations more effectively, ensuring continued growth with robust protection.



The successful go-live of our SOC marks an important milestone in strengthening our security posture. The dedication and collaboration of the CyberOne team, along with their deep expertise in Microsoft's security technologies, have been pivotal in this achievement. With the SOC now operational, I'm excited to continue this partnership as we work to further enhance our global cyber security capabilities and resilience.

Virag Thakkar, Head of Security, Thai Union

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.



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