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CASE STUDY:
How CyberFire MDR strengthened cyber resilience in a leading consulting firm

The customer

A leading consulting firm delivering cyber security services to multiple enterprise clients needed a solution to rapidly mature their security operations — without the time, cost, or complexity of building and staffing an in-house SOC.

Having evaluated traditional SIEM deployments and managed detection services, the firm turned to CyberFire MDR. The platform offered an immediate and scalable answer to a familiar challenge: high volumes of security data, limited internal expertise, and the constant need to detect and respond to real threats fast.

What followed was a long-term partnership, underpinned by expert analyst engagement, flexible log ingestion, and a clear path to security maturity across each of the firm's client environments.

Selection criteria

The firm first encountered CyberFire MDR during an audit of a high-performing client where the MDR service had been fully implemented.

Encouraged by that experience, the team researched further, connecting directly with other CyberFire MDR clients to learn about their experiences. A consistent theme emerged: the service wasn't just technology; it was the people behind it that made the difference.

Industry

Professional Services (Consulting)

Challenge

The consulting firm needed cyber security for a wide range of clients across industries. Many of these organisations lacked the internal capacity, resources, or expertise to build and operate their own Security Operations Centre (SOC).

In one example, a large client had only two staff dedicated to security operations and a basic, ineffective SIEM in place.

To achieve immediate visibility and response capability, the firm needed a trusted MDR provider that could deliver fast, high-fidelity threat detection and act as an extension of its cyber security team.

> *"There was no real value coming from the SIEM. The log ingestion was weak, and we weren't getting anything useful from the data."*
>
> Associate Director

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"I was auditing their process and saw how well it worked. I hadn't been exposed to MDR before that, but it made a strong impression. And the fact that the service came from a provider with deep regional experience made it even more relevant." – Associate Director

Integrity360's solution

- **SOC capability stood up fast:** CyberFire enabled the firm to skip lengthy procurement cycles and deliver immediate threat visibility and response for clients.

"We had to go from zero to full visibility. Building our own SOC wasn't feasible, we needed something operational fast." – Associate Director

- **Actionable alerts backed by real analysts:** Instead of pass-through vendor alerts, CyberFire MDR provided context-rich, high-confidence notifications, backed by expert guidance.

"Even medium-level tickets were often incredibly accurate. If something stood out, we could get more context instantly from the analyst team." – Associate Director

- **Escalation and investigation support:** Third-tier incident response and analyst collaboration made it possible to fully understand and act on complex alerts.

"We often request full telemetry for an event. That additional insight helps us correlate internally and build the full picture." – Associate Director

The benefits

- **Agility and customisation:** The platform allows for fast development of new analytics and adaptation to client-specific needs.

> *"You're not stuck with a rigid ruleset, CyberFire MDR adapts quickly as our environments evolve."*
> Associate Director

- **Access to real experts:** Direct analyst engagement means faster triage, better context, and strategic cyber input when it's needed most.

> *"You're always just a call away from someone who really understands the tech and the threat landscape."*
> Associate Director

- **Proactive improvement:** through a system of tracked service enhancements and threat-led recommendations, CyberFire MDR continually strengthens coverage.

> *"We've had phishing alerts classified as low priority, but they were exactly right and based on intelligence from other environments. That kind of precision is rare."*
> Associate Director

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- **Support for maturing client environments:** As new log sources and technologies were introduced, CyberFire MDR guided their integration and tuning, ensuring value from every data source.

"We don't always know which logs are worth ingesting. CyberFire MDR helps us make the right calls and even shows us where we might have gaps." – Associate Director

- **Automation-ready alerting:** With high confidence in CyberFire MDR's phishing alerts, the team began exploring safe paths to automate specific actions.

"The fidelity is so high, we're considering automating some responses. That level of trust takes time to earn, but it's there." – Associate Director

Looking ahead

As the firm's client environments become more complex, the partnership with CyberFire MDR has only deepened, enabling faster adoption of advanced security technologies, better threat detection, and a clear roadmap for continual improvement.

With enhanced support for frameworks like MITRE ATT&CK and continued tuning around automated response, CyberFire MDR remains a strategic part of the firm's long-term cyber security approach—backed by technology, driven by people.

"We've had honest conversations with the CyberFire MDR team about where we're going. They're open, agile, and always improving." – Associate Director

About Integrity360

Integrity360 is Europe's leading cyber security and PCI specialist, with offices across Ireland, the UK, Bulgaria, Italy, Sweden, Spain, Lithuania, Ukraine, South Africa, and the Caribbean. The company operates six Security Operations Centres (SOCs) in Dublin, Sofia, Stockholm, and Cape Town.

With an expert team of over 550 dedicated cyber security professionals, Integrity360 offers a full suite of professional, support, and managed security services. These services cover every aspect of cyber risk management, from identification and prevention to detection, response, and recovery.

2500+ Enterprise Clients

550+ Cyber Professionals

ISO 9001 CERTIFICATION EUROPE™
ISO 27001 CERTIFICATION EUROPE™
ISO 20000-1 CERTIFICATION EUROPE™