

## Case study: Eagle Eye Solutions



SEP2 have been deploying Google SecOps for Eagle Eye Solutions since January 2024 enhancing their threat detection and response capabilities with advanced analytics and automated incident management. This case study highlights how SEP2's expertise and personalised approach have helped Eagle Eye enhance their security measures, streamline operations, and focus on their core business objectives.

### Who is Eagle Eye?

Eagle Eye Solutions, founded in 2003, are a leading Software as a Solution (SaaS) technology company that specialises in marketing, validation, and redemption of digital promotions for the grocery, retail, and hospitality industries. As a global player, Eagle Eye have expanded their reach across the UK, Europe, Canada, New Zealand, Australia, and Singapore. They collaborate with some of the world's largest retailers, including Morrisons, Waitrose, and PizzaExpress, managing their backend loyalty and promotion engines.



## Making the switch

When Eagle Eye migrated to Google Cloud Platform (GCP), they transitioned their operations from a dedicated data centre to the cloud, bringing along their legacy security provider and existing technology. During a platform architecture modernisation, they realised that their existing security measures were not suitable for a cloud-native platform using Google technology. Their tech stack was evolving, but their security was not.

Seeking a solution, Eagle Eye turned to Google for advice on what 'good' security should look like given their tech roadmap and strategic vision. Google recommended a set of tools and partners, including SEP2. Eagle Eye needed a partner that could work with the Google tools they planned to implement, which their existing provider could not support. Additionally, as a smaller company, they did not want to manage their own Security Operations Centre (SOC). Max Kruger, Director of Technology at Eagle Eye, felt it would be too time consuming.

**"If we were to run our own SOC, we'd need to cover time zones and holidays. We'd need to hire new people, and from a cost point of view, by the time you've found the right people and done the training, it's actually quite an expensive thing to do."**

Max Kruger, Director of Technology





Instead, Max wanted to find experts with full knowledge and capabilities right from the start. That is where SEP2 came in.

### **Choosing SEP2**

When it came to choosing a partner, Eagle Eye carefully considered their options. On one end of the market, they looked at a large organisation leading in global professional services. Max found them to be very clinical, feeling as though they wouldn't receive a bespoke service and would just be another name in a long list of clients. With SEP2, however, Max saw the benefits of working with a smaller company.

**“You guys know what you’re doing. It’s nice to build relationships and put a name to a face with the team that are servicing us on your side.”**

**Max Kruger, Director of Technology**

For Max, it was important that their experience was personalised. He wanted a company that knew the ins and outs of Eagle Eye, as well as their system and team, very well. “From the first couple of meetings with SEP2, it was clear you knew how to handle us in our current stage. We were early on in our journey of implementing cloud-native cyber security, and SEP2 made it easy.”



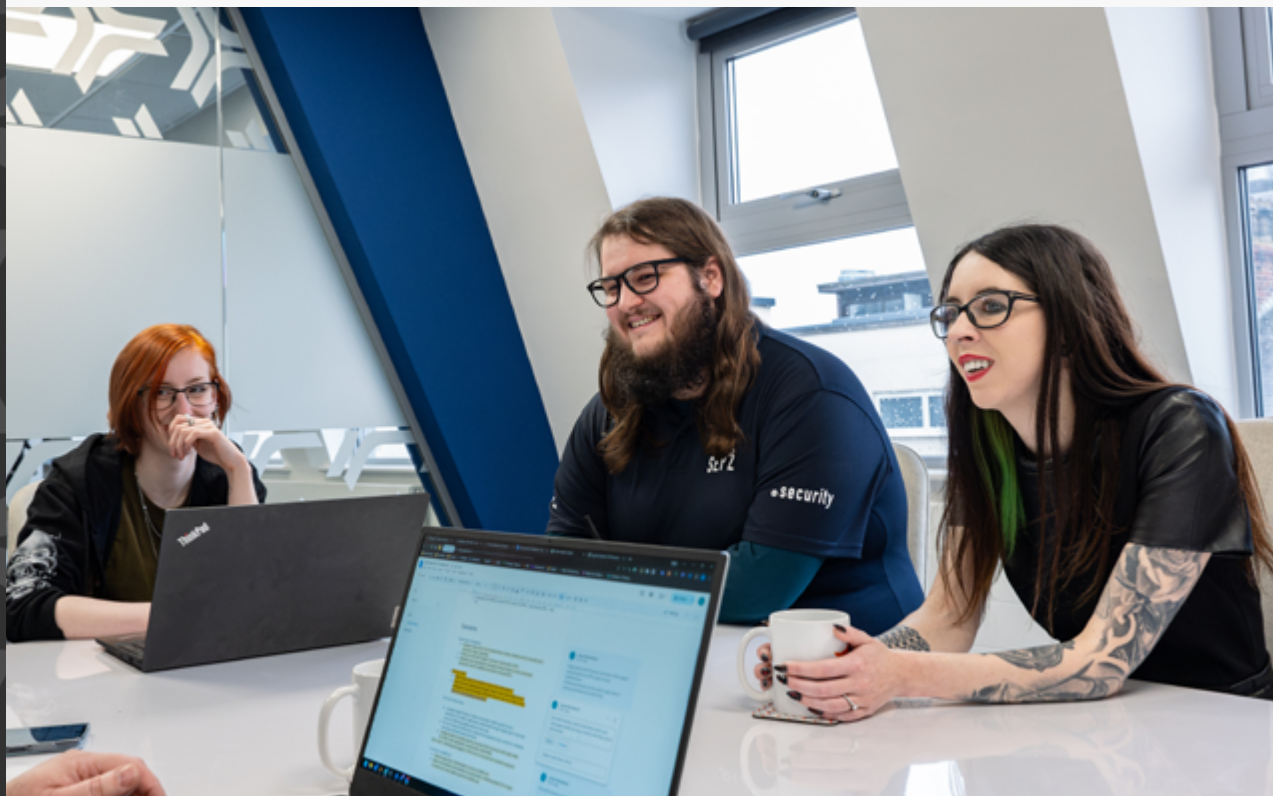


## Working with SEP2

Eagle Eye ran their old system in parallel with the new one. They found the onboarding process to be quick, easy, and pain free, as SEP2 and Eagle Eye were already integrated with Google. Max noticed a significant increase in feedback, visibility, and understanding of their operations. This was a stark contrast to his experience with previous providers, where he often felt left in the dark by their reports or lack thereof. With SEP2 at the pulse of any problems, Max and his team found it required less time and effort to manage issues.

**“To have people like that around our account that we can pick the phone up to and ask questions was refreshing. Ultimately, we trusted SEP2 and we trust you with our cyber security.”**

**Max Kruger, Director of Technology**







### Future and conclusion

Looking ahead, the partnership between SEP2 and Eagle Eye continues to thrive, with SEP2 dedicated to ensuring robust security for Eagle Eye. As the company expands its global footprint and enhances its digital offerings, SEP2 remains a trusted ally, and their enduring relationship ensures that Eagle Eye can confidently navigate the complexities of the ever-evolving digital landscape.

**“We know you guys are there. We know you guys are looking after us.”**

**Max Kruger, Director of Technology**

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