

# THG

## Navigating Global Operations with Extensive Assets and Compliance Needs

THG, a UK-based vertically integrated global e-commerce company, operates a worldwide distribution network. The company faces the challenge of managing several assets, remote machines, and multiple mergers and acquisitions. Asset management, compliance and simplifying audits are primary focuses. Due to their sprawling and numerous fleets of devices, maintaining oversight and ensuring compliance was a complex task.



### Challenge

THG encountered several challenges typical of large organisations. Firstly, communication overhead between teams led to duplication of efforts and subtle differences around the implementation of cybersecurity controls. Additionally, a single unified system was absent for viewing and managing device fleets. This made it difficult to normalise data, understand assets comprehensively, and provide a single real-time dashboard for various stakeholders.

The company required a holistic view of all deployed assets, their functionality, and policy compliance. THG needed a way to ensure effective utilisation of multiple tools without the need to check each tool individually. The goal was to have an easy-to-digest overview of all tools, reducing complexity.

### Impact

The ThreatAware team provided immediate value to THG through the speed of API integrations with cloud-based and legacy on-premises tools. With the platform offering clear visibility, the team had the ability to track assets and policies in real-time where trust in existing cybersecurity protections significantly improved. As a result, THG’s recurring cybersecurity audits have become significantly fewer daunting affairs, including a recent ISO27001 annual surveillance audit that completed in record time.

The consolidation of tools and streamlined processes has reduced operational overhead, resulting in significant time savings. In addition, enhanced real-time visibility of control violations has improved THG’s cyber posture score, used for cyber insurance and overall risk management. THG now has an enriched view of their cybersecurity investments, improving both decision-making and transparency.



“ThreatAware’s ability to automate and centralise asset management has been pivotal in enhancing our cybersecurity resilience, allowing the team to focus on strategic initiatives rather than reactive and manual tasks. The platform provides us with a clear, real-time view of our assets and compliance status, and gives us confidence that we have a single source of truth for our fleet of security agents.”

Abraham Ingersoll  
Chief Security Officer, THG

### Key Benefits

#### Smooth Audit Compliance

Simplified audit process, enabling audits to be passed seamlessly and to demonstrate effective cybersecurity management.

#### Operational Efficiency

Reduced operational overhead and saved time with streamlined processes and consolidated reporting, allowing the team to focus on strategic initiatives.

#### Unified Dashboard

Integrated multiple tools into a single platform, eliminating the need for manual cross-checking and providing a comprehensive view of asset management and compliance.

#### Automated Asset Discovery

Enabled real-time tracking and validation of assets, streamlining compliance reporting and reducing manual effort.

#### Enhanced Visibility

Offered a clear, real-time overview of all assets, policies, and tool status, facilitating better decision-making and efficient operations.

### Conclusion

ThreatAware’s solution has been instrumental in transforming THG’s approach to cybersecurity asset management. By providing a single source of truth, automating asset discovery, and offering ongoing support, ThreatAware has enabled THG to achieve operational efficiency.