



PURE PLANET TAKE THEIR SECURITY TO THE NEXT LEVEL WITH BULLETPROOF S.W.A.T. DEFENCE®

Bulletproof's innovative managed SIEM protects Pure Planet's customers and ensures they stay compliant as they transform the energy industry.

DEFINING THE SECURITY CHALLENGES

Early in their journey, Pure Planet recognised that securing customer data from cyberattacks was key to their values and critical to building a strong brand. In addition, as part of the UK's smart energy network means that they must demonstrate to the regulator that they have taken all necessary steps to ensure they are fully secure.

Pure Planet have always taken a 'security-first' approach and it became clear that as the business started to scale up, they would need to invest in improved security management. Their disruptive digital model based on partnerships with experts meant that they did not consider investing in traditional security information and event management (SIEM) software, knowing that it would be complicated and time-consuming to set up and manage, and that this would require in-house expertise. CTO Bryn Jones explains, "Security is baked into the Pure Planet philosophy, and as we grew it became clear that we needed to take our security management to the next level. We needed to find a trusted partner like Bulletproof who could provide us with all the security services we needed and also advise us, helping us implement best practice and enhance our compliance with industry regulations."

CUTTING-EDGE TECHNOLOGY REQUIRES CUTTING-EDGE SECURITY

Pure Planet's first challenge was finding a partner with the technical expertise to both provide managed security for an entirely cloud-based environment and work with their existing security investment. It was also important that any new outsourced partner would understand Pure Planet's values and work well with their existing team. Bryn explains, "When we went out to the market, we knew we needed an outsourced security operations centre (SOC) to keep us secure – but we also wanted a partner who could advise on best practice and help us implement things like regular penetration tests to help with our compliance



CLIENT PROFILE

CLIENT: Pure Planet

INDUSTRY: Retail energy

LOCATION: UK

OVERVIEW: Pure Planet are a cutting-edge renewable energy supplier, founded in 2017 by friends who wanted to offer green energy for less than brown, polluting power. They use smart technology and a shared community to help make being sustainable an easy choice. With a real focus on delivering the best customer experiences in the industry through the use of transformative digital technology, Pure Planet has won many awards and is one of only two UK energy providers who are Which? Recommended.



needs. There were very few companies who were able to both provide us with the range of services we needed and the technical capability to deal with our AWS environment.”

Upon speaking to the Bulletproof team, it became clear that their S.W.A.T. Defence® managed SIEM was the ideal solution. Bryn was impressed that the service was cloud-ready, and also by Bulletproof’s commitment to continuous improvement and innovation. “We felt that of all the companies we spoke to, Bulletproof were the most in-step with Pure Planet – their company culture, innovation and expertise made them the stand-out choice.” The buying process was straightforward, with Bulletproof quickly responding to enquiries and visiting Pure Planet to discuss their requirements.

FAST ONBOARDING PROVIDES IMMEDIATE REASSURANCE

Onboarding clients with a SOC/SIEM service is often time consuming, so the Pure Planet team were delighted to be up and running with S.W.A.T. Defence® within a few weeks. Bryn explains, “Sometimes it can be difficult to know whether your SIEM is really working, but we found we quickly began to get meaningful insights from Bulletproof’s analysts. This helped raise awareness of risks and also gave us confidence the service was protecting us”.

Once S.W.A.T. Defence® was in place and providing 24/7 protection, Pure Planet began to focus on their compliance needs. Bulletproof’s consultants acted as security advisors preparing Pure Planet for Cyber Essentials certification and beginning work towards their ISO 27001. As the Pure Planet ops team is only two people, it was important that Bulletproof were responsive and able to act as true virtual security team – Bryn adds, “My team know exactly who at Bulletproof to go to when they need to raise an issue, and we get responses fast. We can also pick up the phone to get advice on an incident or a new project, allowing us to be proactive and avoid security problems before they arise. Bulletproof genuinely feel like part of the Pure Planet team.”

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“Bulletproof were the only company who could provide the whole package of security services in the way that we needed them.

They work seamlessly with my operations team and are very responsive, meaning we can rely on them totally to keep us secure”

Bryn Jones, CTO, Pure Planet





CONTINUOUS IMPROVEMENT HELPS PURE PLANET STAY SECURE

Having S.W.A.T. Defence® in place clearly demonstrates Pure Planet's commitment to cyber security best practice, providing reassurance to the business and the regulator that they meet the strict regulatory requirements of their sector.

This proactivity has seen Pure Planet also take advantage of Bulletproof's wider compliance and advisory services. Within a year, Pure Planet achieved the government-backed Cyber Essentials and Cyber Essentials Plus certifications and Bulletproof are now assisting with an ISO 27001 audit. Pure Planet also worked with Bulletproof's certified GDPR practitioners to ensure they were doing all they could to protect sensitive customer data.

The continual improvements Bulletproof make to their managed SIEM portal are also valuable – this year, Pure Planet took advantage of the new training videos to offer cyber security training to all their staff. Switching to video rather than their previous paper-based system has seen a huge increase in employee awareness, with far more people contacting the service desk to flag potential breaches and threats.

Pure Planet are using technology to transform the way the energy market works. Bryn explains, "Taking cyber security seriously, and building it in by design is absolutely fundamental to being a great digital organisation. Working with Bulletproof gives us the expertise we need to be proactive and forward-thinking about our security as we grow. I would recommend Bulletproof to any growing business as they can look after all your security requirements - you don't need to try to do it all yourself."

ABOUT BULLETPROOF

Bulletproof is a trusted global provider of innovative cyber security products and people-centric services. We help organisations protect their brand and assets against the dynamic challenges presented by today's threat landscape.



GET NEXT-GENERATION CYBER PROTECTION WITH S.W.A.T. DEFENCE®

Choose S.W.A.T. Defence® for multi-layered threat protection combining both managed SIEM and analyst intelligence.

Taking on Bulletproof's managed SIEM shows your commitment to cyber security best practice, protecting your business every day.

Get in touch today to book your introduction to S.W.A.T. Defence®.

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