

Cyber security that brings protection, precision and purpose

By implementing NormCyber's end-to-end Managed Detection and Response service, Stelrad Group has gained more than just nimble, robust protection. The shift to a proactive model of cyber risk mitigation has equipped the business with unprecedented visibility of its security processes – and clear, measurable evidence of ROI for senior decision-makers.



PROBLEM

As a publicly traded organisation, Stelrad Group takes a risk-focused approach which extends to its cyber security strategy. In March 2023, it set out to advance its cyber security posture, shifting towards a more proactive model of cyber risk mitigation to ensure on-time deliveries and no supply chain disruptions.

With manufacturing, warehousing and distribution spanning multiple geographical locations, Stelrad operates within a complex and interconnected environment. Without end-to-end visibility this complexity can open the door to threats, putting both its vast customer base and reputation at risk.

APPROACH

Norm delivers end-to-end cyber security across Stelrad Group's UK & Ireland operations through its Managed Detection and Response service, providing continuous, real-time monitoring across networks, services and endpoints.

For Stelrad's leadership, Smartbloc acts as a central source of truth, combining real-time threat assessments with expert insights in a format accessible to both technical teams and the board. A dedicated Focal Analyst further strengthens the partnership, offering tailored guidance aligned to Stelrad's business priorities.

This approach extends to the Group's Netherlands and Belgium operations, where additional services enhance resilience. Human Risk Management strengthens employee awareness, while CREST-certified penetration testing identifies vulnerabilities and prioritises remediation.

ACTION

- Continuous monitoring of internal network traffic to detect known threats and Indicators of Compromise (IoC)
- Monitoring activity from business applications and operational infrastructure
- Endpoint monitoring
- Combining telemetry feeds with global threat intelligence and custom playbooks to automatically identify and isolate threats 24/7
- Delivering regular, bite-size security awareness training and simulated phishing scenarios
- Testing vulnerabilities within infrastructure, applications, workforce and processes, using modern cyber criminal tactics

IMPACT

With Norm delivering robust cyber threat protection, employee training and ongoing guidance, Stelrad Group now operates with a more mature and resilient cyber security posture. Clear, measurable insights provide visibility into risk levels and performance, enabling the business to benchmark improvements, demonstrate ROI on cyber security investment, and equip the board with the clarity needed to make informed decisions.

“This business-focused approach has empowered us to make informed decisions and shifted our cyber security strategy to a more proactive and agile basis. If I had to describe our relationship with Norm, three words spring to mind: easy, professional and reassuring.”

Leigh Wilcox, Finance Director



TECH AND SERVICES USED

- Managed Detection and Response
- Human Risk Management
- Penetration testing
- Smartbloc portal
- Focal Analyst

Interested?

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