GAME

IRM INFORMATION
RISK MANAGEMENT

HOW GAME LEVELLED-UP ITS CYBER SECURITY COMPLIANCE.

"IT'S A LIVE SOURCE – IT'S NOT A PRESENTATION OR PDF. THE BOARD GETS A LIVE VIEW OF WHAT'S GREEN OR RED ON THE RISK SCALE. IT'S A LIVING REPORT OF BUSINESS COMPLIANCE."

Ned Finn, Head of IT Security, GAME

GAME, one of the UK's largest videogame retailers, has had to adapt fast as the games industry moves from physical products and stores to digital downloads and eCommerce... putting cyber security at the top of the agenda.

Determined to retain its leading role in a changing industry, GAME has diversified – supplementing its physical presence with a busy, digital store and direct downloads, while retaining a sense of community through huge events like Insomnia, the UK's largest gaming festival, and the Minecraft convention, Minecon.

FOUR REASONS WHY GAME CHOSE SYNERGi:

+ A complete view of company compliance

+ Simple, powerful reporting

+ Automated third-party management

+ Easy to set up and use

COMPLIANCE UNLOCKS INNOVATION

In order to achieve this transformation, GAME needed to pay close attention to its cyber security – protecting customer data and its own systems, while ensuring continued compliance with industry regulations.

To spearhead the programme, the company appointed Ned Finn as Head of IT Security. Ned realised immediately that the company needed more structure to underpin its existing good work.

"My first priority was to quickly align the business to ISO27001 and PCI-DSS best practice," he recalls. "GAME was doing some good stuff, but it needed to be more structured from a governance perspective."

"SYNERGi IS FUNDAMENTALLY GAME'S GRC TOOL FOR MANAGING ISO27001 AND PCI-DSS COMPLIANCE EVIDENCE."

To give that all-important governance structure, Ned turned to SYNERGi – a modular cyber security platform he knew well from his career to date. It gives an instant overview of the whole organisation's assets, policies and processes, and how they fare against key compliance standards.

"Getting SYNERGi was the first thing I did," Ned says. "It is fundamentally GAME's GRC tool for managing ISO27001 and PCI-DSS compliance evidence."

EVIDENCE COLLECTION, MADE EASY

Having seen SYNERGi's "simplicity, ease of use and intuitiveness", and worked with its creators IRM, Ned knew the platform would be painless to install, and – importantly – quick and easy for colleagues to get to grips with, making evidence collection a breeze.

"NO ONE WANTS THAT MAD RUSH OF EVIDENCE GATHERING WHEN THE AUDIT TEAM ARRIVE!"

"The most important thing about a governance risk and compliance tool is ease of use from an auditor, manager, and end-user point of view," he explains. "With SYNERGi, you feed the data in through the year, then turn the handle to output clear, concise compliance evidence.

IRM provided on-site consultancy, which certainly made life easier and left us feeling confident."

A CLEAR VIEW OF COMPLIANCE

Less than a year into using SYNERGi, GAME's investment is already starting to bear fruit. Ned has a clear view of the company's compliance picture, and growing cyber maturity.

POWERFUL, LIVE REPORTING

SYNERGi's ability to both give a high-level security overview, and zoom in on key areas makes it easy for Ned to deliver relevant information, in real time. He says: "The reporting console will make delivering key messages and decisions on business security much slicker."

"IT ALLOWS FOR GREAT HIGH-LEVEL MAPPING OF OUR BUSINESS SECURITY, AS WELL AS LOWER LEVEL POLICY AND PROCESS MANAGEMENT."

GOVERNANCE, RISK AND COMPLIANCE

SYNERGi automatically maps the team's evidence against the key compliance standards, so it's easy to track progress in real time. Importantly, it's cross-referenced, so each piece of information is only needed once.

"YOU CAN LAY IT ALL OUT THERE AS ONE BIG PICTURE AND EASILY SPOT YOUR GAPS. IT ALSO LETS YOU OVERLAP DIFFERENT AREAS OF COMPLIANCE AND CROSS-REFERENCE YOUR EVIDENCE, CUTTING DOWN ON MAN HOURS."

AUTOMATED THIRD-PARTY MANAGEMENT

SYNERGi takes a smarter approach to the time-consuming business of managing third party compliance – making it quicker and more comprehensive: something Ned is keen to exploit.

"I AM MOST EXCITED ABOUT THE THIRD PARTY SECURITY MANAGEMENT MODULE. IT ALLOWS FOR A LEVEL OF 'FIRE AND FORGET', WITH CONFIGURABLE SECURITY QUESTIONNAIRES AND AUTOMATED RISK MANAGEMENT."

KEEPING UP-TO-DATE WITH ACCESS

For any organisation, cyber security is only as good as the internal policies and processes influencing staff behaviour. SYNERGi puts the key information at Ned's fingertips.

"WE NEED HUNDREDS OF PRIVILEGE AND ACCESS CONTROLS. IT'S HARD TO KEEP AN EYE ON IT ALL, AND SYNERGi'S GRC TOOLS ARE A BIG HELP."

FROM COMPLIANCE TO DEFENCE

There's no question that cyber security at GAME offers a tough and evolving challenge – with a host of valuable digital assets and a deeply technical audience.

But with compliance in hand, a strong IT security team and a birds-eye overview of his cyber landscape – plus IRM to call upon should he need it – Ned feels he's in good shape.

And the next step? Some well-earned decoration: "ISO27001 and PCI-DSS certificates for the office wall!"

"SYNERGi GIVES YOU A HOLISTIC VIEW OF THE LANDSCAPE; THAT HELPS YOU TO PLAN BETTER. IF YOU'RE COMPLYING WITH REGULATIONS, YOU NEED THESE PROTECTIONS IN PLACE."

IRM WORKS TO DEFEND ORGANISATIONS AGAINST CYBER THREATS.

Founded in 1998, IRM provides visibility and control across entire cyber landscapes by combining more than 17 years of consultancy with advanced software technology. By covering all aspects of cyber security from PCI compliance to automated threat intelligence, IRM supports organisations at every step of their cyber maturity journey.

Trusted by over 750 customers in 25 countries and numerous divisions of UK Government, IRM's expertise highlights vulnerabilities whilst reducing risk across your people, places, interactions, processes and technology.