



**DEEPWATCH™**  
Always Watching. Always Protecting.

## CUSTOMER SUCCESS STORY

# How a Large U.S. Distributor of Metals and Plastics Reduced Cyber Risk by 70% with the Deepwatch Guardian MDR Platform™

*"Since bringing on Deepwatch, we estimate our overall cyber risk has gone down by about 70%. That kind of measurable impact made it easy to renew for another three years."*

— Technology Services Manager, Large U.S. Distributor of Metals and Plastics

## CHALLENGE

For years, the company's IT and security teams managed cybersecurity internally, supported by third-party tools. But as the business grew across dozens of sites, the risk surface expanded dramatically. Ransomware attacks against manufacturing companies were rising, and insurers were tightening requirements for coverage.

"Our team was stretched thin, and we knew we didn't have the resources to monitor threats around the clock," recalled the Technology Services Manager. "We simply didn't have the budget or the headcount to stand up a 24x7 security operations center on our own. To cover all shifts, we would have needed to hire 8 to 10 people, each costing around \$150,000 annually. That just wasn't feasible."

At the same time, leadership was concerned about rising cyber insurance premiums. Without demonstrable improvements in detection and response, coverage was becoming more expensive—and harder to secure. The company needed a trusted partner who could reduce risk, provide measurable outcomes, and extend the capabilities of its in-house team.

**The company's IT and security teams were under pressure to:**

- Keep a sprawling manufacturing and distribution network secure.
- Detect and contain threats faster, without adding additional staff.
- Meet cyber insurance requirements while controlling rising premiums.
- Align with the NIST CSF.

## ENTERPRISE DETAILS

**Industry:** Industrial Distributor

**Services:** Distributor of Metals & Plastics

**Security Team Size:** 6

**Deepwatch Partners:** Trace3 & Splunk

## SOLUTION

**From Detection to Prevention: Building a Stronger Security Posture with Deepwatch**

After evaluating a number of MDR vendors, the company selected Deepwatch and its Guardian MDR Platform™ (Deepwatch MDR), along with partner Trace3, to implement the solution.

Deepwatch's Security Operations Center (SOC) quickly proved its value. In one critical incident, the Deepwatch team moved from triage to full containment in just 62 minutes. At the same time, another monitoring tool in the environment surfaced a potential issue on an endpoint. Because that data was integrated into Deepwatch, both teams became aware of the alert nearly simultaneously. The company worked directly with Deepwatch to validate the threat, confirm with the affected user, and take swift containment action.

The Technology Services Manager explained it this way: "Even if we only had endpoint-level monitoring, that would give us visibility into activity that affects users directly, but Deepwatch brings greater visibility across our data center and the broader environment. Together, that layered visibility gives us the full picture we need to respond quickly and effectively." With dedicated analysts, bi-weekly calls, and integration into IT workflows, Deepwatch operates as a true extension of the internal team. This partnership gave the company visibility and protection at a scale it could not have achieved on its own.

***"Strong cybersecurity isn't just about deploying the right platform, it's about designing the right approach. Together with Deepwatch, our Trace3 team helped this client achieve measurable risk reduction and real operational maturity – You see these kinds of results when strategy and execution align."***

— John Brawn, Senior Manager, Incident Preparedness & Response, Trace3

[www.deepwatch.com](http://www.deepwatch.com)



## OVERVIEW

A large U.S. distributor of metals and plastics, with more than 5,000 employees and nearly 100 locations across 16 states, needed to strengthen its cybersecurity posture while keeping costs predictable. By partnering with Deepwatch, the company not only achieved significant risk reduction but also unlocked tangible financial savings—including lowered cyber insurance premiums, avoiding millions in hiring costs, and aligning with the NIST CSF.

## CUSTOMER TESTIMONIAL

**“We’ve cut our cyber risk by approximately 70%, saved millions in staffing costs, lowered our insurance premiums, and even aligned with the NIST CSF—all while gaining a partner we trust. Deepwatch gives us the confidence to focus on growing our business, knowing they’ve got our back.”**

— Technology Services Manager,  
Large U.S. Distributor of Metals and Plastics



## CYBER OUTCOMES

- **70% Reduction in Cyber Risk**

**“Since bringing on Deepwatch, we estimate our overall cyber risk has reduced by about 70%. That’s not just a number—it’s peace of mind for our business.”**

- **Lower Cyber Insurance Premiums**

By demonstrating stronger security maturity and faster response capabilities with Deepwatch MDR, the company negotiated lower cyber insurance costs.

**“Our insurance carrier saw the maturity Deepwatch brought to our program, and our premiums went down. That’s a real financial win.”**

- **Staffing Cost Savings**

Deepwatch’s 24/7/365 team of analysts replaced the need to hire 8–10 full-time security professionals at approximately \$150,000 each per year.

**“We’re saving well over a million dollars annually by using Deepwatch MDR and not having to staff that internally.”**

- **Trusted Partnership**

The three-year renewal reflects the trust built between the company and Deepwatch.

**“Deepwatch feels like an extension of my team. They listen, they adapt, and they deliver results that keep our business safe.”**



## ABOUT DEEPWATCH

Deepwatch® is the leader in Precision MDR powered by AI and humans. We amplify human expertise with AI insights to reduce the risks that matter most to your business. Our protection is proactive, preemptive and responsive, tuned to your business, with no black boxes, and watched by experts 24/7/365.

## CONTACT US

### GET STARTED

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