

## Company at a Glance

**Southampton Football Club**  
([southamptonfc.com](https://southamptonfc.com))

Based in Southampton, Hampshire, England, Southampton Football Club is a professional football club, consisting of a men's team that plays in the Championship league and a women's team that plays in the Women's Championship league. The organisation also includes an under-21 team and a youth academy. In competition since 1885, the organisation has a storied history in southern England and play at St. Mary's stadium. The organisation employees over 350 people who manage internal operations, team functions, stadium functions, and more.

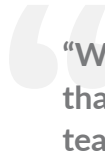
## Challenges

- Limited understanding of their vast security estate or current posture due to lack of visibility
- Small IT team that needed around the clock help to monitor and respond to alerts
- Unable to make forward progress with their security posture due to lack of resources and expertise

## Results

- Full visibility into endpoints, networks, cloud environment, and more through Arctic Wolf® Managed Detection and Response (MDR)
- 24x7 monitoring with alert triage and escalation through the Concierge Security® Team (CST)
- Continuous security journey progress with guided insights and expertise

## Arctic Wolf® Provides Teamwork Southampton F.C. Needs to Further Their Defences

 “We now have reassurance the whole way through that we’re not on our own. We have the security team of Arctic Wolf to help us.”

– Huw Fielding, Director of IT, Southampton Football Club

Southampton Football Club (F.C.) is much more than the red stripes on the team jerseys or their century long history as an iconic club on England's southern coast. The club includes the men's and women's teams, team personnel, the football academy, the stadium, and the business operations that extend from marketing to HR to hospitality and beyond.

While the club has over 350 employees, the IT department only contains nine, which means “there's a lot to do and not a lot of resources to do it,” as stated by Southampton F.C.'s Director of IT Huw Fielding.

“We're five or six enterprises rolled up into one with a high level, media-facing front,” Fielding said. “There's a lot of pressure to get it right.”

As if the demand to make sure players and trainers have the data they need, fans have a positive experience, and internal operations run smoothly wasn't enough, being a large, public-facing organisation makes Southampton F.C. a major target for threat actors.

In 2020, a Premier League team manager's email account was hacked during transfer negotiations, and in 2021, a well-known EPL club suffered a ransomware attack.

Fielding said that if something similar were to happen to Southampton F.C., the financial and reputation damage would be massive.

“As soon as someone can devalue what it means to come from Southampton F.C., it damages what we put out in the future,” Fielding said. “Not to mention our actual business functions.”

With such an expansive security environment, Fielding knew the club needed to look for an external partner that could provide the visibility, manpower, and technology to keep Southampton F.C. secure from present and future cyber threats.



After meeting with multiple vendors and spending months determining what solutions would or wouldn't be a fit for the organisation's needs, Southampton F.C. turned to Arctic Wolf, and hasn't looked back since.

"Arctic Wolf provides genuine expertise and research from across the organisation," Fielding said. "Instead of just one person struggling to keep up with the latest threats, which was the case."

### **Arctic Wolf Provides Visibility into Vast Estate**

A major hurdle Southampton F.C. faced when deciding who to partner with came down to challenges in understanding their own environment or how much log ingestion would be needed on a daily, weekly, or monthly basis. With Arctic Wolf, however, that discovery becomes part of the process.

"They said, 'Take as much logging data as you need, and we'll go from there,'" Fielding said. "It's a more reliable model, and we could be fairly comfortable with that."

By not charging on variable metrics like event volume or events per second, Arctic Wolf provides predictable pricing. With unlimited ingestion, customers can leverage security technologies from across their environments, including endpoint, network, identity, and cloud data sources, enabling 24x7 monitoring and the comprehensive visibility required to quickly detect, respond, and recover from threats. Additionally, Arctic Wolf's vendor agnostic approach frees customers from vendor lock-in or any requirement to "rip and replace" existing security systems.

"That's a key aspect that's different compared to a year ago because, prior to Arctic Wolf, we didn't know what was happening and didn't know how many events could've been or actually were security problems," Fielding said. "Now, we can say we're making active effort in protecting ourselves against thousands of threat actors that target us every week."

Arctic Wolf, however, goes beyond just providing visibility. It "puts two and two together," as Fielding puts it, to help his team understand the context of alerts and data, allowing them to make decisions that benefit both the short- and long-term security strategy.

"Arctic Wolf is designed to pick out and isolate problems that might seem like normal events in a day and flag them to us any time of the day," Fielding said. "Which we wouldn't be able to do, especially in the middle of busy workday."

Knowing alerts could come from any part of the business – and from a constantly shifting location, especially during the football season – can easily lead to alert fatigue or to action paralysis for such a small team. Having Arctic Wolf to act as a first responder to triage events, conduct security investigations, and take action to contain and remediate threats creates both peace of mind and transforms a dynamic, chaotic environment into a cohesive, manageable one.

That guidance extends beyond MDR into a part of Arctic Wolf that spans the suite of solutions – the security journey.

### **Ongoing Security Journey Pushes Southampton F.C.'s Posture Forward**

Arctic Wolf's partnership gains momentum after the contracts are signed. As part of the Concierge Delivery Model, led by the Concierge Security Team (CST), Southampton F.C.'s security environment is evaluated and regular meetings are set to work on hardening different aspects of it, from addressing and remediating vulnerabilities based on context and criticality through Arctic Wolf® Managed Risk to strengthening identity and access measures like zero trust, to partnering with Southampton F.C. in identifying high-impact opportunities based on the club's unique business needs and goals.

For an organisation that is always on the move and always pushing down the field, having this constant backup makes a major difference in day-to-day operations.

**"The security journey is genuine and not something I've seen from any provider or supplier elsewhere. It's very useful and very reassuring for me that I'm not left to figure out what's next."**

– Huw Fielding, Director of IT, Southampton Football Club



The security journey is led by the CST, who act as a first line of communication during an incident detected by MDR and who also work with Southampton F.C. to further their security posture as needed — giving the IT team both responsiveness and expertise not otherwise possible.

“It’s like having our own SOC team,” Fielding said. “Rather than us having to spend our time delving into issues, that’s happening for us by the CST.”

For example, the club is working on re-designing their network to better accommodate the 30,000 fans that fill the stadium every match day. The club needs to ensure that they not only have functioning Wi-Fi, but that it’s secure for both fans and personnel.

“We need to be in a place where we can cope with that, so we’re using your expertise to plan and design that going forward,” Fielding said. “We can get good advice from people who have seen it and use those learnings to help design and plan our own cybersecurity feature.”

### ***Arctic Wolf Has Southampton F.C.’s Back as They Move Forward***

As Fielding and his team work to design a new feature of their network, respond to urgent alerts, or even make sure all the payroll software is up-to-date and vulnerability free, they can count on Arctic Wolf to always be in step with their needs.

From the cloud-native Arctic Wolf® Platform that delivers unlimited log ingestion and feeds relevant security information to our security teams to detect threats or risks in real time, just like Southampton F.C. is more than the 11 players on the field, Arctic Wolf is more than just a cybersecurity tool.

“There’s no way we could’ve gone and bought a SIEM tool off the shelf, hire a SOC team, and work on it the way your team do,” Fielding said. “We’re in a much better place than last year. From what I do know, we’re certainly at or ahead of the curve.”

