nagomi

Twice the Tools, Half the Hassle: HomeServe Finds Focus with Nagomi

Next-level Visibility Helps Defenders Maximize Tool Value and Streamline Executive Reports

Overview

HomeServe, a multinational provider of emergency home repair services, set out to modernize and centralize its cybersecurity operations. Under the leadership of CISO Matthew Mudry, the team implemented Nagomi's Proactive Defense Platform to improve visibility, fine-tune its security stack, and elevate communication with senior leadership.

With Nagomi, HomeServe's security experts can quickly identify gaps in protection, validate control effectiveness, and continuously evolve their program. The platform provides reliable insights that support faster decisions, stronger defenses, and clearer reporting to executive stakeholders and the board.

At a Glance

Sector: Home repair services

Location: Based in Wallsall, England with operations in the UK, US, Canada, France, Spain, Japan and Germany

Company: A 30-year-old multinational home emergency repairs and improvements business

Challenge: Modernizing and scaling a worldwide cybersecurity program quickly

Solution: Centralizing visibility, operations, and reporting with the Nagomi Proactive Defense Program

Benefits:
- Coverage gaps resolved
- Value of existing tools maximized
- Cybersecurity reporting aligned to business goals
- Continuous automated risk monitoring

Visibility, Efficiency, and Executive Alignment

Mudry held three clear objectives for evolving the company culture and building a modern cybersecurity program:

Achieve clear, reliable visibility: Without full visibility into tools and coverage, the team couldn't confidently protect what they couldn't see.

Maximize value from existing tools: Mudry wanted to ensure investments were fully optimized and no redundant or misconfigured tools were flying under the radar.

Improve executive reporting: His vision included a more modern, digestible way to communicate the state of security with HomeServe's leadership and board.

Based on this ambitious set of goals, Mudry's team charted a two-year roadmap for scaling the US cybersecurity practice. "I met with the CEO and outlined the major risks that we needed to solve for, what we planned to do, and the technologies, processes and people we would need to get it all done," the CISO recalls. "Fast-forward two years and we were able to say that we'd successfully accomplished everything we set out to do and more."

HomeServe's leadership team was so impressed by the success of the US program that they asked Mudry to ramp up the company's cybersecurity practice on a global scale. Mudry developed another two-year plan that included deploying the Nagomi Proactive Defense Platform to quantify, mitigate, and communicate risk across the organization.

Nagomi quickly became a foundational piece— versus another point tool or feature—of HomeServe's modern, results-driven global security program.

THE NAGOMI SOLUTION

Automated Assessment and Accessible Reporting

HomeServe's global security operations span the US, UK, France, and Spain with professionals working together to monitor and manage a diverse global threat landscape. The insights and efficiencies achieved using Nagomi equip the team to maximize value and demonstrate excellence.

Visibility Brings Exposure to Light

"If you don't know what you have, there's no way you can protect it," Mudry explains. "When I first walked through the door, we didn't have that true visibility or a full view of all our systems. Nagomi was a way to start proactively managing risk and get a deeper understanding of whether our tools were configured right and working effectively."

Plugging into the Nagomi platform uncovered surprising gaps in coverage, starting with the company's endpoint detection and response (EDR) solutions. "EDR is your last line of defense and the first thing you should be looking at," Mudry says. "We expected to see 100% coverage out of the gate, but Nagomi showed us we didn't have that," he adds, explaining how gaps can occur when controls get removed for specific reasons or engineers forget to reinstall software after conducting testing.

Nagomi now serves as a continuous checkpoint that the team did not have before, even after connecting multiple tools up to a SIEM. "We still go through a runbook every morning to see if every tool is running

with maximum efficiency," the CISO explains. "There's still a manual element to that process but Nagomi helps by automating the alerting that tells us when things aren't working effectively."

"Visibility is Everything": Insights Maximize Value from Tools

When Mudry joined HomeServe in 2017, the team had roughly 10 security tools in place. This number doubled as he scaled the program, making it crucial that the team maximize value from tool investments—another powerful benefit enabled by Nagomi.

After integrating tools with the Nagomi platform, the team found a number of systems where tools and technologies should have been installed, or configurations did not align with what the team would have expected. Fortunately, Nagomi doesn't stop there and provided the insights needed to remedy exposures quickly.

"That was surprising to me," the CISO recalls. "Nagomi helped us identify simple ways to get the full effect out of our tools, things we were surprised we hadn't thought of before."

Clear Communication Crystallizes Security for Executives

Like most CISOs, Mudry routinely receives emails from stakeholders asking about specific threats appearing in the news. He credits the Nagomi platform with providing the "game-changing ability" to quantify and translate risk—and the organization's readiness—beyond the security team.

"When you sit in front of a board, they want to know what those numbers look like," Mudry explains. "With Nagomi, we can pull a report on a specific threat and say 'we're out in front of it; here's what we would or wouldn't do if we were to get impacted by this threat'."

Along with showing company leaders how a particular threat might land in their environment, insight from Nagomi helps clarify how well HomeServe could defend against it. "I hate to come to the party without a solution," the CISO says. "I like to be able to present clear risk ratings to show where we fall in terms of problems, how we plan to solve them, and exactly what level of exposure we face until we get to that end result."

Universal Platform Becomes a Universal Translator

Mudry initially doubted whether his team could fully relate the intelligence produced by Nagomi to business leaders in relevant terms, but reality proved

just the opposite. "Technologists have a tough time taking off the toolbelt and translating information into something people in other business roles can relate to," Mudry says. "I've been doing this for 16 years and I think all CISOs struggle to communicate security to the business."

In addition to helping the team report on individual threats, Nagomi helps to streamline preparation of quarterly checkpoints and updates about the program's progress. The reports Mudry produces for the executive team show how many times the company gets breached—which thankfully hasn't happened—along with trend data on attack techniques and the strength and resilience of HomeServe's security posture.

Nagomi helps the CISO communicate potential risk, gaps in available controls, and how everything relates to one another. "Nagomi keeps everyone honest," Mudry concludes. "The executive team will continue to want justification around risk. Nagomi gives anyone in my seat the ability to provide that insight and more. We all know what problems we have, and we're all after the same solutions, but you want to be able to rationalize risks and show real progress."

Nagomi 'Becomes Part of the Engine'

As a foundational element of the security infrastructure, Nagomi gave the team "a bit of a wakeup call" by that point-in-time audits often miss. "Audits only get you so far," Mudry explains. "Instead of just looking under the hood, Nagomi attaches itself to the engine and makes sure things are set up in the appropriate way so that you get full value. It's always actively monitoring so I don't have to tell it anything. Once that becomes part of your engine, you don't need to open the hood anymore to see if bolts need tightening."

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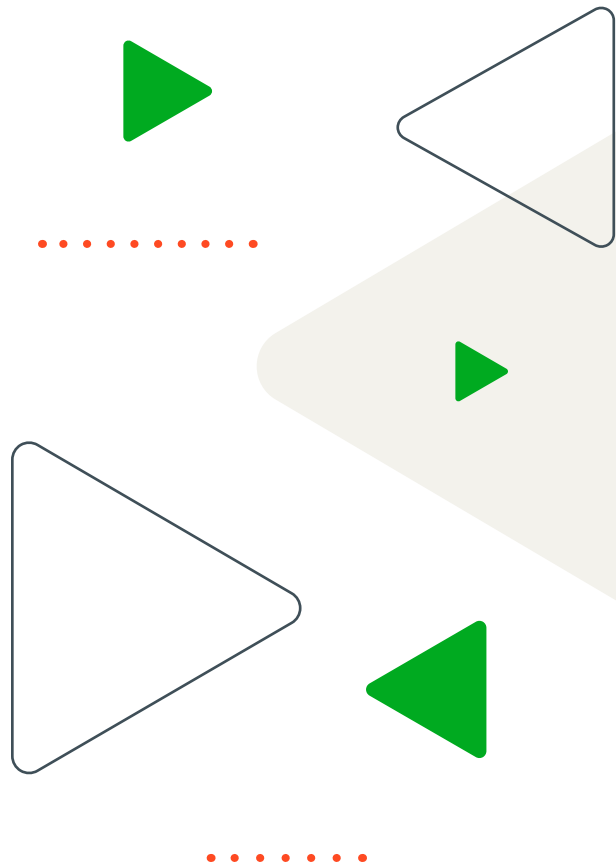
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