

## Company at a Glance

**BetterHome Group**  
[betterhome.co.za](https://betterhome.co.za)

Based in Johannesburg, South Africa, BetterHome Group invests in specialist businesses and empowers them to create valuable solutions that help make the home journey — every aspect of renting, buying, selling, and owning a home — a dream experience for clients and industry partners. In addition to the investments in a number of brands that specialize in homebuying, bonds, insurance, and more, BetterHome Group invests in technology and data tools and systems to make the home journey easier for everyone.


### Cybersecurity Challenges

- An expanding digital footprint and brand portfolio led to challenges that strained internal security capabilities
- Lacked a security operations center (SOC) that would centralize alerts and operations
- Consistent noise fatigue from an overload of alerts across multiple applications
- Inability to prioritize and focus on security posture improvements

### Results with Arctic Wolf

- Increased visibility support, and efficiency strengthen BetterHome Group's cybersecurity posture
- 24x7 monitoring, detection, and response paired with a singular dashboard providing comprehensive visibility
- Noise reduction and filtering which results in alerts that are actionable and urgent
- Support from the Arctic Wolf Concierge Security® Team (CST) in prioritization, security implementations, and threat mitigation

## Arctic Wolf's Consistent Support Enables BetterHome Group's Security Success

 “It works great. It's not just a solution; it's a partnership.”

— James Gregory, Head of IT, BetterHome Group

Johannesburg, South Africa-based BetterHome Group's passion is helping citizens realize their dream of home ownership. The group operates several brands that oversee home purchasing, insurance, and care, including BetterBond, MortgageMax, BetterSure, and more. These growing brands are in addition to proprietary technology the group uses to make the home journey easier for clients.

The organization's mission has led to rapid expansion, including the investment in brands outside of South Africa, and a fast-growing digital footprint. As such, their infrastructure and security team, led by Head of IT James Gregory, is consistently having to adapt and improve to strengthen the organization's cybersecurity architecture and harden the sprawling attack surface.

Gregory knows that BetterHome Group, with a hybrid workforce, reliance on web-based applications, and responsibility for vast amounts of data, is a target for threat actors. He also knows the organization can't afford the ramifications of a data breach.

“We rely on the public view of us as a service provider,” Gregory said. “For a company like us, a data breach would be detrimental. It would be something we potentially couldn't recover from.”

In addition to reputational harm, enforcement of regulatory mandates has increased for organizations operating within South Africa. In fact, in response to recent data breaches within the country, several organizations were found to be in violation of the Protection of Personal Information Act (POPIA), which carries fines and potential jail sentencing.

While Gregory stated that the organization had robust cybersecurity in place prior to working with Arctic Wolf, there was more to be done to meet the organization's current growth trajectory. He began to look for a third-party provider that could address the alert fatigue they faced, integrate with their varied tech stack, and offer reliable human support.



“Arctic Wolf all sounded too good to be true,” Gregory said. “I was very impressed there was no need to re-tool our environment. It takes the technology we have internally and just plugs into that.”

### **Arctic Wolf Managed Detection and Response 24x7 Monitoring Fills SOC Gap**

Gregory knew the organization needed a 24x7 security operations center (SOC) to better integrate their data, provide visibility, and deter threats. After realizing that an internal option would be too costly, he opted for Arctic Wolf Managed Detection and Response (MDR), which monitors the organization’s endpoint, network, cloud, and identity sources — a critical component as BetterHome Group utilizes multiple cloud environments and on-premises servers.

Arctic Wolf MDR is powered by the Aurora™ Platform, which collects, enriches, and analyzes data at scale, escalating only the most urgent and actionable alerts to his security team.

**“In the last 10 days, we’ve had 1.1 million observations, of which 26 tickets were created. Twenty-six is nothing for my team. They’ll be done with that in half an hour compared to previously when multiple resources were looking at tickets for days or even weeks trying to make progress.”**

— James Gregory, Head of IT, BetterHome Group

Because Arctic Wolf MDR is both vendor agnostic and customizable to an organization’s unique environment and alert preferences, they tailor alerts to fit each customer’s needs. For BetterHome Group this meant opting for a slightly higher volume of alerts. Arctic Wolf provides a bespoke experience without overwhelming the IT department with information and alerts.

### **Arctic Wolf Simplifies Visibility and Security Team Priorities**

Arctic Wolf offers comprehensive visibility at scale. From simplified reports that can be sent to the C-suite to a security score on the dashboard that is regularly updated to Arctic Wolf Data Explorer, which allows teams to search raw log data, every aspect of the environment is visible at multiple levels of detail and scrutiny. BetterHome Group utilizes both Arctic Wolf MDR and Arctic Wolf® Managed Risk, with the data from both solutions appearing within a single interface.

“Arctic Wolf has given us a clear picture of what to focus on internally to improve and we have the ability to just track it on the dashboard,” Gregory said. “We see progress and understand how everything works. Arctic Wolf gives us clarity to focus on what’s important.”

Gregory cites two ways Arctic Wolf has helped his team with their security projects — one is their security score on the Arctic Wolf dashboard and the other is his team’s growing expertise. He stated that his team has “never learned so much in their careers as they have the past year.”

“We’ve always known about some of the issues we had security-wise, but the thing that’s nice about Arctic Wolf is the ability to track items on the dashboard and see the score of how we’re trending compared to the rest of the industry,” Gregory said. “We can cherry pick some bigger items that will impact the score the most and focus on those. And what is quite rewarding for the team is immediately after the implementation you can see the score go down.”

### **All Detections and Proactive Measures are Backed by Concierge Support**

Arctic Wolf knows organizations need more than just technology to harden defenses in a changing threat landscape.

Every ticket sent to BetterHome Group and every security improvement presented to Gregory’s team comes with the support and guidance of the Arctic Wolf Concierge Security® Team (CST). These named security experts are there to meet with Gregory’s team regularly, work through security posture improvements, help explain tickets, and more.



“They’re always willing to help and give you direction.”

– James Gregory, Head of IT, BetterHome Group

“They are a very knowledgeable team,” Gregory stated. “Sometimes you deal with vendors or providers where you wait weeks for answers. That’s never been the case with Arctic Wolf.”

While BetterHome Group has only worked with Arctic Wolf for a year, Gregory noted the organization has seen notable improvements, has better visibility, and feels more secure.

BetterHome Group’s plan for next year is to implement the incident planning tools provided through Arctic Wolf® Incident360 Retainer and continue to harden their attack surface as it expands due to business operations.

“It’s great that it’s a partnership, not a single-sided relationship,” Gregory said. “It’s not like, ‘There is your score, go off and fix it, and if you don’t, we don’t really care.’ Arctic Wolf works with us to get everything in place. Our progress is 100% thanks to Arctic Wolf and them highlighting potential issues.”

The board at BetterHome Group was equally impressed. When it came time to discuss budgeting leading up to contract renewals after the company’s first year with Arctic Wolf, Gregory stated, “There was no question of, ‘Do we need Arctic Wolf?’”

BetterHome Group’s commitment to safeguarding its digital assets and client data has been significantly bolstered through its partnership with Arctic Wolf, which not only protects the business but reinforces its mission to make the home journey safer and more seamless for everyone involved.

