

Secure growth

How a real estate SME strengthened cyber resilience with Reflective IT



Background

A growing real estate and property management company based in London, UK with a team of around 100 people has been working closely with Reflective IT for several years. Reflective IT has been a reliable partner helping to keep things running smoothly with tailored IT support, hardware monitoring and backup solutions. As the company evolved so did the partnership; leading to Reflective IT taking on a more central role in managing cybersecurity operations.

Situation

Having already benefited from Reflective IT's responsive and proactive support, the company decided to take things a step further by adopting the Managed Security Service. They chose the 'Advanced' package which includes round-the-clock attack detection and response, personalised threat intelligence and full incident lifecycle management. This move was all about strengthening their digital defences and ensuring peace of mind across the business.

“With a lean internal team and high governance expectations, we needed a robust enterprise-grade solution to manage our cybersecurity risk profile”

- Head of Information and Governance

Challenges

As a fast-growing SME in the build-to-rent sector backed by a US public pension fund, the company faced increasing scrutiny around cybersecurity. With a small internal team and high governance expectations, they needed a robust solution to manage risks effectively. Challenges included limited resources for 24/7 monitoring, lack of real-time visibility and outdated tools that didn't offer automated responses or mobile protection. Previous incidents like the Microsoft outage in July 2024 highlighted the need for a more reliable and comprehensive approach.



Business outcome

Since implementing Reflective IT's Advanced Managed Security Service, the company has seen a noticeable improvement in its security posture. Their Microsoft Secure Score jumped to 86% and their exposure score has steadily declined.

The new setup has reduced pressure on internal teams, improved threat detection and response times and provided clear board-level reporting. Stakeholders, especially investors, now have greater confidence in the company's cybersecurity strategy.

In short, the Managed Security Service from Reflective IT has not only enhanced security but also freed up valuable time, reduced risk and provided a reassuring layer of protection that supports the company's long-term growth.

“Since the deployment of the SOC service 6 months ago, we have seen a measurable improvement in our security posture and broader enterprise risk maturity. We have seen a sharp and stable increase in our Microsoft Secure Score (86%) and a reduction in risk exposure”

- Head of Information and Governance

“The SOC service from Reflective IT has been a game-changer for us. It's given us the eyes and ears we needed across our digital estate without the overhead of building it in-house. As a real estate SME with enterprise-grade governance requirements, this partnership has bridged the gap perfectly.”

- Head of Information and Governance