

A man is shown from the chest up, wearing a VR headset. He is looking down at a glowing blue and white digital interface that appears to be floating in front of him. The background is a dark, textured surface with glowing blue and white lines and patterns, suggesting a futuristic or digital environment. The overall color palette is dominated by blue, white, and black, with some red and orange highlights.

IRM

INFORMATION
RISK MANAGEMENT

an ALTRAN GROUP

CASE STUDY

HOW GAME LEVELLED-UP ITS CYBERSECURITY COMPLIANCE.

altran

SECURE CYBER **UNLOCK OPPORTUNITY**

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What you need to know about GAME

GAME, one of the UK's largest videogame retailers, has had to adapt fast as the games industry moves from physical products and stores to digital downloads and eCommerce, putting cybersecurity at the top of the agenda.

Determined to retain its leading role in a changing industry, GAME has diversified – supplementing its physical presence with a busy, digital store and direct downloads, while retaining a sense of community through huge events like Insomnia, the UK's largest gaming festival, and the Minecraft convention, Minecon.

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Evidence Collection, Made Easy

Having seen SYNERGi's "simplicity, ease of use and intuitiveness", and having worked with IRM before, Ned Finn (GAME's Head of IT Security), knew the platform would be painless to install, and – importantly – quick and easy for colleagues to get to grips with, making evidence collection a breeze. "No one wants that mad rush of evidence gathering when the audit team arrive!" said GAME's Head of IT Security.

"The most important thing about a governance, risk and compliance tool is ease of use from an auditor, manager, and end-user point of view," Ned explains. "With SYNERGi, you feed the data in through the year, then turn the handle to output clear, concise compliance evidence. IRM provided on-site consultancy, which certainly made life easier and left us feeling confident."



"It's a live source - it's not a presentation or PDF. The Board gets a live view of what's green or red on the risk scale. It's a living report of business compliance." HEAD OF IT SECURITY, GAME

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Compliance unlocks innovation

In order to achieve this transformation, GAME needed to pay close attention to its cybersecurity – protecting customer data and its own systems, while ensuring continued compliance with industry regulations.

To spearhead the programme, the company appointed Ned Finn as Head of IT Security. Ned realised immediately that the company needed more structure to underpin its existing good work.

"My first priority was to quickly align the business to ISO 27001 and PCI DSS best practice," he recalls. "GAME was doing some good stuff, but it needed to be more structured from a governance perspective."

To give that all-important governance structure, Ned turned to SYNERGi – a modular cybersecurity platform he knew well from his career to date. It gives an instant overview of the whole organisation's assets, policies and processes, and how they fare against key compliance standards.

"Getting SYNERGi was the first thing I did," Ned says. "It is fundamentally GAME's GRC tool for managing ISO 27001 and PCI DSS compliance evidence".



GAME



"SYNERGi is fundamentally GAME's GRC tool for managing ISO 27001 and PCS DSS compliance evidence." - HEAD OF IT SECURITY, GAME

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A clear view of compliance

Less than a year into using SYNERGi, GAME's investment already started to bear fruit. Ned was able to gain a clear view of the company's compliance picture and growing cyber maturity.

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Powerful, live reporting

SYNERGi's ability to give both a high-level security overview, and zoom in on key areas, made it easy for Ned to deliver relevant information, in real-time. He says: "The reporting console will make delivering key messages and decisions on business security much slicker."

"It allows for great high-level mapping of our business security, as well as lower-level policy and process management."

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Four reasons GAME chose SYNERGi:

1. A complete view of company compliance
2. Simple, powerful reporting
3. Automated third party management
4. Easy to set up and use



GAME



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Governance, Risk and Compliance

SYNERGi automatically maps the team's evidence against the key compliance standards, so it's easy to track progression in real-time. Importantly, it's cross-referenced, so each piece of information is only needed once.

"You can lay it all out there as one big picture and easily spot your gaps. It also lets you overlap different areas of compliance and cross-reference your evidence, cutting down on man-hours."

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Automated third party management

SYNERGi takes a smarter approach to the time-consuming business of managing third party compliance – making it quicker and more comprehensive. This benefit is something that Ned continued to exploit within the organisation

"I am most excited about the third party security management module. It allows for a level of 'fire and forget', with configurable security questionnaires and automated risk management."



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Keeping up-to-date with access

For any organisation, cybersecurity is only as good as the internal policies and processes influencing staff behaviour. SYNERGi puts the key information at the I.T security team's fingertips.

"We need hundreds of privilege and access controls. It's hard to keep an eye on it all, but SYNERGi's GRC tools are a big help."

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From compliance to defence

There's no question that cybersecurity at GAME offers a tough and evolving challenge – with a host of valuable digital assets and a deeply technical audience.

But with compliance in hand, a strong IT security team and a birds-eye overview of their cyber landscape – plus IRM to call upon should they need it – The organisation feels in good shape. And the next step? Some well-earned decoration: "ISO 27001 and PCI DSS certificates for the office wall!"

"SYNERGi gives you a holistic view of the landscape; that helps you to plan better. If you're complying with regulations, you need these protections."



GAME



**Think cyber.
Think security.
Think data.**

For more information on the SYNERGi
GRC Platform please contact
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