



Evri Streamlines Security Operations with Softcat's Advisory Expertise and Rapid7

Published

Evri is the UK's largest parcel delivery company, moving over 700 million packages annually through a network of 18,000 couriers across more than 220 countries and territories.

With a growing digital footprint and a complex infrastructure of over 1,000 employees and over 20,000

couriers, Evri needed a security operations centre (SOC) that could match its scale and speed.

Key facts



The challenge

Evri's existing security platform had become fragmented and inefficient. Technologies operated in silos, manual tasks consumed valuable time, and the incumbent vendor was unable to meet their changing needs.

Evri needed a modern, integrated SOC/SIEM solution that could automate workflows, improve threat detection, and scale with the business.

Critical success factors

Replace fragmented legacy platform with a unified, automated SOC/SIEM solution

Reduce manual workload and improve operational efficiency across the security team

Deliver executive-level visibility and reporting to support strategic decision-making

The Solution

Evri turned to Softcat to lead a strategic recontracting process for its SOC/SIEM services.

Evri's dedicated Softcat team, led on this project by Network and Security Specialist - Phil Hargreaves and Senior Solutions Architect - Mark Williams, began by helping Evri define its requirements using the MoSCoW prioritisation method. This ensured that business-critical needs were clearly articulated and aligned across stakeholders. Softcat then co-authored a comprehensive RFP and managed the entire vendor selection process, from initial briefings to technical deep dives and final scoring.

Softcat also supported the procurement via AWS Marketplace, helping Evri align the purchase with its EDP commitment and secure additional credits. The implementation was designed to integrate seamlessly with Evri's existing infrastructure, enabling rapid onboarding and minimal disruption. Custom dashboards were built to provide C-suite visibility into security metrics, allowing leadership to monitor posture and performance in a format tailored to their needs.

Following a rigorous evaluation, Evri selected Rapid7's Managed Threat Complete Advanced package, which includes unlimited SOAR, managed detection & response, and managed vulnerability management. The Rapid7 Command Platform was deployed to deliver real-time threat detection, automated incident response, and vulnerability management. One of the most impactful changes was the automation of previously manual workflows which are now fully automated: drastically reducing response times and freeing up analyst capacity.

Beyond the technology, Softcat's role as a strategic partner was key. The team lifted significant administrative burden from Evri, managing over 250 vendor communications and centralising queries to streamline decision-making. This hands-on approach ensured the project moved quickly and efficiently, saving Evri countless hours project admin while receiving expert guidance from Softcat at every stage.

Solution highlights

Deployment of the Rapid7 Command Platform for real-time threat detection and automated response

Integration of SOAR and MDRP to streamline workflows and reduce manual effort

Procurement via AWS Marketplace to optimise commercial terms and align with EDP commitments

The benefits

The implementation of Rapid7, supported by Softcat's advisory and technical expertise, delivered transformative benefits for Evri. Automation was at the heart of the solution. Tasks that previously required manual intervention such as phishing domain detection and takedown, are now handled automatically, allowing the security team to focus on strategic priorities and high-impact incidents. This shift has significantly improved operational efficiency and reduced risk exposure.

Evri also gained enhanced visibility into its security posture through custom dashboards tailored for executive reporting. These dashboards present key metrics in a format that resonates with C-suite stakeholders, improving transparency and enabling informed decision-making at the highest levels of the organisation. In an era of increasing regulatory scrutiny and board-level accountability, this capability has become essential.

interactions, Softcat enabled faster progress and reduced noise. The procurement via AWS Marketplace not only simplified commercial arrangements but also delivered financial efficiencies through EDP alignment and vendor credits.

Operationally, Softcat's management of the RFP process and vendor communications lifted a substantial burden from Evri's internal teams. By centralising and streamlining

Ultimately, the project strengthened Evri's security capabilities while reinforcing its strategic partnership with Softcat: a relationship built on trust, responsiveness, and shared success.

Benefits at a glance

Fully automated phishing domain takedown, reducing risk and response time

Custom dashboards for executive-level visibility and strategic reporting

Significant reduction in administrative overhead through Softcat-led vendor management

Why Softcat

"It was great working with Phil and Mark on our SOC/SIEM MSSP project. Their help with the MoSCoW prioritisation and RFP analysis made the whole vendor selection process much smoother. They were super responsive, clear in their recommendations, and genuinely collaborative throughout. Softcat have forged a real partnership with Evri, which has been very productive on multiple engagements."

– Richa Bhuttar, CISO