

Improving Threat Visibility and Response Across a Growing Franchise Network



CASE STUDY

CUSTOMER OVERVIEW

Dave's Hot Chicken is a rapidly growing fast-casual restaurant brand with a strong franchise model and a highly distributed technology environment. As the organization scaled quickly, leadership recognized the need to strengthen security visibility, incident readiness, and employee awareness, especially in response to evolving cyber insurance requirements.

THE CHALLENGE

After several years of investing in foundational cybersecurity tools and technologies, the organization reached a point where it needed to evolve from simply having tools in place to effectively managing and operationalizing them. "Pondurance was the clear next step in our cybersecurity journey", says Leon Davoyan, Chief Technology Officer at Dave's Hot Chicken.

While the core infrastructure had been established, there was a growing need for greater visibility, coordination, and strategic oversight to ensure those investments were delivering meaningful risk reduction. The organization sought a partner that could help bridge this gap, providing expertise, structure, and continuous guidance to mature its cybersecurity program and take the next step in its overall security journey.

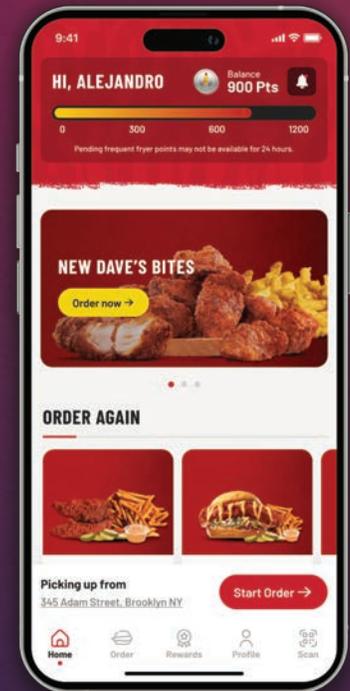
WHY PONDURANCE

Pondurance was recommended to Dave's Hot Chicken by a trusted partner and subsequently selected through a competitive RFP process. During the evaluation, Pondurance established credibility and trust by demonstrating the ability to deliver holistic, end-to-end security services rather than point solutions. Dave's Hot Chicken chose Pondurance for its breadth of services, deep expertise, and collaborative approach to aligning security operations with business needs.

THE SOLUTION

Pondurance delivered a comprehensive security program tailored to Dave's Hot Chicken's environment and risk profile, including:

- **Rapid Risk Assessment(s) (RRA):** Provided a clear view of current security posture and identified actionable, high-impact improvements.
- **Managed Detection and Response (MDR) for Logs:** Centralized monitoring across key platforms, including Microsoft 365, SentinelOne, Mimecast, and franchise location email activity.
- **MDR for Endpoint:** Enhanced monitoring and response using the SentinelOne endpoint solution already deployed by Dave's Hot Chicken.
- **Security Awareness Training:** Implementation and ongoing management of a KnowBe4 program to reduce the risk of identity compromise and business email compromise (BEC).
- **Incident Response Retainer:** A pre-established IR plan aligned with Pondurance's response capabilities, enabling rapid action during security events.



Improving Threat Visibility and Response Across a Growing Franchise Network



CASE STUDY

THE RESULTS

Since partnering with Pondurance, Dave's Hot Chicken has significantly strengthened its security maturity and resilience:

- **Improved Visibility:** Centralized monitoring has increased awareness of potential compromises, policy violations, and suspicious activity across the organization.
- **Threat Detection & Prevention:** Pondurance has identified and helped address risky email configurations and behaviors that could have led to serious security incidents.
- **Incident Readiness & Response:** The IR retainer has already proven its value, with Pondurance successfully supporting response efforts during multiple smaller BEC-related incidents-reducing risk and impact.
- **Reduced Human Risk:** A formalized security awareness program is helping employees better recognize and avoid phishing and identity-based attacks.
- **Actionable Risk Reduction:** Insights from the RRA enabled leadership to justify and prioritize internal initiatives such as vulnerability management, patching programs, and other “low-hanging fruit” security improvements.

ONGOING VALUE

Pondurance continues to serve as a trusted security partner for Dave's Hot Chicken, delivering ongoing MDR value, responsive incident support, and continuous improvement of the organization's security posture, helping the business scale securely as it grows.

For more information,
call 1-888-385-1702 or email
us at info@pondurance.com.

pondurance.com

Copyright © 2026 Pondurance®

