



Building resilience for a global retailer



Client challenge

A prominent In 2023, a leading global retailer with headquarters in Canada, faced mounting cybersecurity challenges. With rapid international expansion and a complex IT environment, their leadership recognized the need to move beyond traditional security providers and seek expert-driven solutions to safeguard their operations and reputation.



Solution

The retailer engaged KPMG in Canada for a comprehensive cybersecurity partnership, beginning with a rigorous Cyber Maturity and Red Team assessment. This “fire drill” simulated real-world attacks, uncovering vulnerabilities and providing actionable insights to strengthen their cyber posture. The results of these exercises led KPMG to act as a trusted strategic advisor, invited to present to the board. Swayed by KPMG’s technical depth, local expertise, and global scale (to match their global footprint needs), the client quickly expanded the relationship to include incident response services, upon being breached, ensuring rapid mobilization and containment in the event of targeted threats through retainer hours. The client also benefited from KPMG’s global reach, including access to multilingual resources to support their diverse operations.

As the relationship evolved, KPMG provided continuity during leadership transitions by deploying a virtual Chief Information Security Officer (vCISO), demonstrating flexibility and breadth of expertise, supporting the client at every stage of their cybersecurity journey. 2 years later, the global retailer engages with KPMG for multiple services including our 24-7 Managed Detection and Response (MDR) services, privacy advisory services as well as cyber resilience services. KPMG is proud to service this retailer in all 3 geographies it operates.

Integrated approach

Over two years, KPMG delivered a series of targeted engagements that covered:

Red Team exercises

to test and improve detection capabilities

Incident Response retainers

with rapid SLA-driven support

Cyber Threat Intelligence

research to monitor emerging risks

Cybersecurity Maturity Assessments

to benchmark and prioritize investments

Tabletop simulations

to prepare executives for crisis decision-making

Cloud and data protection initiatives

for ongoing resilience

Cyber Resilience services

to help identify critical assets

Board advisory services

to help the board steer toward secure decisions

Privacy advisory services

to help protect personal information





The outcome

Demonstrated expertise: The client gained confidence in KPMG's ability to address complex threats and provide practical, prioritized recommendations.

Business impact: Strategic assessments and actionable insights enabled the retailer to allocate resources efficiently, focusing on areas with the greatest risk reduction and ROI.

Sustained partnership: Multiple engagements—ranging from technical assessments to executive advisory—culminated in a major Managed Detection and Response (MDR) agreement, valued at over \$1.6 million.

Global support: KPMG's ability to deliver local and international resources, including language-specific teams, reinforced trust and ensured seamless service across regions.

By combining deep technical expertise, integrated services, and a client-centric approach, KPMG helped (and continues to help) a global retailer transform its cybersecurity posture, building resilience, enabling growth, and fostering a culture of security from the boardroom to the front lines.

Discover how KPMG can help your organization build resilience and drive secure growth:

▶ [Cybersecurity services - KPMG Canada](#)

To learn more about our Cyber Incident Response services and how we can help your organization, click here:

[Cyber response - KPMG Canada](#)

If you have experienced or have a question about a cyber incident, contact our team of incident response specialists email us at cyberincident@kpmg.ca or call our Toll-free telephone number: 1-844-576-4911

Contact us

Our dedicated team is here to support your organization's unique needs.



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