

CASE STUDY

No1 CopperPot

Building Long-Term Trust with Clear,
Actionable Penetration Testing



BACKGROUND

Following a successful penetration testing engagement the previous year, the client returned to iSTORM having already experienced the quality of our reporting and tester expertise. They were looking for another seamless engagement with clear, actionable reporting. In addition to identifying vulnerabilities, they needed reporting that clearly communicated risks and recommendations to a wide range of stakeholders, making it easier to support remediation and inform senior leadership.

THE SOLUTION

The engagement was delivered successfully with excellent communication and close collaboration throughout. The client praised every stage of the engagement, describing the communication as excellent and the testers knowledge as brilliant. The final penetration testing report and iRiS portal were highlighted as key differentiators, and the client valued the high-level summaries and advisory information, which enabled findings to be communicated effectively to senior management while still providing the technical detail required for remediation.

THE CHALLENGE

The customer wanted to build on an established relationship with a trusted security partner. They requested a different penetration tester to provide a fresh perspective while maintaining the same high standards of delivery and reporting.



Communication was excellent.
The technical expertise is very
good, brilliant knowledge and
great collaboration.

Barry Shepherd, IT Manager

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THE iSTORM APPROACH

We worked closely with the client from the outset to confirm the scope and ensure expectations were fully aligned before testing commenced. Throughout the engagement, the client received daily updates, including direct communication from the assigned penetration tester, providing complete visibility of progress.

Our testers worked collaboratively with the client's internal team, combining technical expertise with a practical approach to explaining findings, answering questions and ensuring recommendations were relevant to their environment. The final report, delivered through the iRiS portal, provided clear executive summaries alongside detailed technical findings, making it easy for both senior leaders and technical teams to understand, prioritise and manage remediation.

RESULTS

The second penetration testing engagement further strengthened the relationship between the client and iSTORM, demonstrating our ability to consistently deliver high-quality technical assessments alongside exceptional customer service.

Clear communication, collaborative working and business-focused reporting through iRiS reinforced the value of the partnership, resulting in repeat business and discussions around future security engagements, including Red Team testing. Having now completed two successful engagements with iSTORM, the customer expressed their intention to continue the relationship.



The reporting portal is great, shows everything at a high level and advisories are great to see too. We would definitely recommend for all the above reasons, the relationship is strong and open the reporting tool stands out. We've used iSTORM twice now and intend to work with them again.

Barry Shepherd, IT Manager

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