

Secureworks®

WHITE PAPER

7 Criteria Your New Security Vendor Must Have

What to Expect When You Partner with Secureworks



Twenty years ago, most companies were concerned about ensuring basic security monitoring measures were in place. Firewalls, intrusion detection systems, and device management are just some examples of controls companies were looking to procure.

Fast forward to today, and most companies already have these fundamentals covered. Instead, organizations now value technologies that bring order, context, and threat intelligence to complex environments, provided by vendors who build consultative relationships which empower security teams to succeed.

The search for a provider that meets these criteria is difficult. With thousands of vendors on the market, each claiming world-class technology and top expertise, there is a lot of marketing buzz to process. If you're looking for a true security partnership that enables you to evolve with your organization, find a vendor who possesses the following qualities.

1. Proactive, Quick Engagement

65% of organizations report a shortage of cybersecurity staff, and over a third cite a lack of skilled and experienced cybersecurity personnel as a top concern.¹ With security teams feeling the burden of defending a complex company infrastructure amid a constantly evolving threat landscape, security analysts need vendor interactions to be quick, informative, and effective. The vendor should involve the members of your teams as much as possible in decision making at all levels of the operation.

When encountering a high severity incident, it's crucial that your security partner has resources available around the clock to work with your team to isolate and eradicate the threat.

The Secureworks Approach

Rapid engagement is crucial during critical security incidents. Secureworks analysts immediately investigate any compromise so they can contact customers with actionable intelligence and advice to aid containment, removal, and recovery.

Secureworks engages with customers on an ongoing basis to build security efficacy in improving their security posture. Customers use the Secureworks portal or our security analytics software to monitor the status of their environment and the progress of any incidents handled by our team of expert security analysts. Help from our team is available 24/7/365.

What to expect: Secureworks will prioritize and proactively engage with you regarding security incidents.

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¹(ISC)², [2019 \(ISC\)² Cybersecurity Workforce Study](#)

2. Accuracy of Alerting

False positives waste time and resources and can contribute to analyst burnout. More importantly, too much noise can obscure genuine threats. Whether alerts are investigated by your in-house analysts or a managed service provider, you want to have confidence that the right alerts are investigated and escalated.

Any managed service provider should have a proven record of accurate, high fidelity alerts. This is made possible by formidable internal threat intelligence and threat research teams, plus a supervised use of AI technologies for alert analysis. When an analyst contacts you with an alert, they should've investigated it thoroughly and be able to communicate the severity of the event to validate whether escalation is appropriate.

The Secureworks Approach

At Secureworks, our Counter Threat Unit™ (CTU) research team is constantly developing countermeasures for threats as they emerge and evolve. This enables us to apply countermeasures for the protection of customers with minimal latency. Secureworks uses proprietary technology to analyze events and assign severity levels to incidents. You see only the incidents that matter to you. Alerts are also customizable for individual customer circumstances.

What to expect: When Secureworks escalates an alert to a customer, we've already established a severity level and risk profile so you are fully informed of the situation. Our team is detailed and precise when notifying our customers of a security incident.

3. Security Intelligence in Context

Context is everything. Without context, security teams can't fully understand the impact of an incident or make informed decisions about how to handle it. When partnering with a vendor, you're relying on their expertise. Any vendor must provide you with detailed information about the threat, potential risk to the organization, and the impact it could have on business assets.

Prioritize vendors who have deep experience in threat intelligence. Such experience comes from years in the field serving customers in every industry vertical and a full research team constantly monitoring global threat activity. Vendors with robust threat intelligence provide more context to the events in your environment and can offer recommendations to address issues other vendors might miss.

The Secureworks Approach

Our proprietary threat intelligence comes from the research of our CTU research team, which studies activity across more than 4,000 customer environments every day. This research is supplemented by the experiences of our incident response team which comes face-to-face with real-world threats across thousands of engagements each year. The CTU uses our threat intelligence to quickly scale countermeasures across our customer base to protect business assets for organizations who are at risk.

Our deep knowledge of the threat landscape enables us to share essential contextual information with customers. This includes whether we observed a threat across our

customer base or among customers in the same industry, how and when the threat developed, its impact, and advice from our CTU on what to do next. We also share reference material on the threat so our customers can stay informed.

What to expect: World-class threat intelligence translated into effective countermeasures and contextual analysis which informs and protects our customers.

4. Flexibility

Your company isn't the same as it was five years ago, and neither are your information security requirements. As your business evolves, so must your security posture. Your security partner needs to fundamentally understand your business, culture, and strategy to help you address the implications for your information security goals.

Vendors play a critical role in empowering your team to measure and report in the ways that best suit your needs. At the same time, a great vendor can offer suggestions for optimization of these processes that will improve your operation and prepare you for the future.

When a vendor has depth of experience across all levels of company sizes and industries, they can offer more effective recommendations based on their experience helping a wide variety of organizations meet their security needs. This enables a vendor to tailor their service to your unique needs and environment, no matter the setup.

The Secureworks Approach

Secureworks clearly communicates the security outcomes of our work with all our customers, using their favored measuring and reporting requirements. Over the last 20 years, we've worked with organizations of all different shapes and sizes. From the largest global multinationals, right down to small organizations without a dedicated security team. We tailor our offerings to your unique circumstances to accommodate your business needs.

Secureworks is a vendor-inclusive managed security services provider. We ingest telemetry from a wide variety of security controls which we enrich using our threat intelligence supported by third-party countermeasures to enable accurate detections.

Our full portfolio of products and services meets your evolving business requirements and security needs. Our security analytics software, Red Cloak™ Threat Detection & Response (TDR), analyzes multiple sources of telemetry by applying our threat intelligence to activity in your environment using machine learning technology. A chat box gives you access to our experts 24 hours a day, 365 days a year. For those organizations who don't have a team big enough to operate the software themselves, Managed Detection & Response powered by Red Cloak offers all the advantages of Red Cloak TDR, as a managed service.

We also offer a full range of other solutions such as Endpoint Detection and Response, Vulnerability Management Services, and all facets of security monitoring and consulting to meet your needs.

Secureworks is a vendor-inclusive managed security services provider. We ingest telemetry from a wide variety of security controls which we enrich using our threat intelligence supported by third-party countermeasures to enable accurate detections.

What to expect: Secureworks has the technology, breadth of experience, and security expertise to secure your future and meet your unique security needs.

5. Time to Value

The threat landscape is constantly evolving, yet some security solutions can take months to implement. Speed and stability are imperative when deploying a security solution today as delays can mean increased risk.

How quickly can your chosen vendor get you to the outcomes you need? Your vendor should have the processes in place to make your desired outcome a reality and be able to advise you of progress at each stage of deployment.

The Secureworks Approach:

Secureworks ensures quick time to value with dedicated support teams and robust deployment processes. Our Customer Implementation Services team includes project managers and technical provisioning engineers who understand customer experience. Customers can use consultants from our Managed Security Services Integration team to assist with onboarding. Our Learning Center also hosts a library of training materials to support service adoption, as well as self-service onboarding technology.

What to expect: We'll help you achieve your security outcomes with focus and precision, and as quickly as possible to meet your business objectives in protecting critical assets.

6. Communication and Support

Customers expect a vendor to communicate proactively, answer any questions, and offer support throughout the partnership. From initial consulting, to onboarding, to enabling full adoption of the acquired software and services, you should always know exactly how the operation is progressing.

At the beginning of the relationship, you should establish expectations with your security partner. Onboarding should be consistent and predictable, with clearly defined stages. Both parties should agree a go-live date and ways to measure progress against each phase of deployment.

The Secureworks Approach:

Secureworks knows the challenges your security team faces. We supplement your team with world-class expertise, knowledge, and support to help build a high-functioning security operation. We achieve this with a strong focus on communication and support.

What to expect: We offer full support around the clock and work proactively with you to deploy our products and services with minimal disruption. Each stage of deployment is clearly communicated so you know exactly what to expect.

7. Open, Honest Partnership

Your security partner protects the most sensitive assets at your organization. If this partnership lacks trust, that creates doubt about whether the vendor has your best interests at heart, or whether they can achieve what they promise.

A security partnership is a serious commitment and you need to be confident you're choosing the right vendor. Expect transparency from your vendor about their technologies and processes.

Ask to speak to other customers of the vendor. Security partners who value trust won't think twice about agreeing to the request.

The Secureworks Approach:

Secureworks is dedicated to building partnerships with our customers founded in trust and transparency.

Many of our representatives have long tenures at Secureworks, which allows us to offer a more personal service. We're proud to have multi-year partnerships with many different customers.

We also value transparency highly. Our customers are welcome to arrange a tour of our Security Operations Centers at any time. Whenever possible, our senior leadership enjoys meeting customers, and during the tour you'll meet the senior team and analysts who protect your organization.

We also encourage information-sharing between our customers in the same verticals, and host customer events where different organizations share their experiences. Our customers are stronger together.

What to expect: Secureworks is committed to effective partnerships with our customers based on a relationship of mutual trust and transparency.

Our Commitment

Partnering with a security provider is a considerable commitment. At Secureworks, we value your trust in us as your security partner. We strive to continually earn the trust of every customer, and appreciate our relationships with each one.

Secureworks protects your information and helps you achieve the next step in your security maturity journey. Our recommendations are informed by proprietary threat intelligence, AI technologies, world-class expertise, and more than 20 years at the front of the security industry. Our goal is to help you excel.

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Secureworks®

Secureworks® (NASDAQ: SCWX) is a leading global cybersecurity company that protects organizations in the digitally connected world.

We combine visibility from thousands of customers, aggregate and analyze data from any source, anywhere, to prevent security breaches, detect malicious activity in real time, respond rapidly, and predict emerging threats. We offer our customers a cyber-defense that is Collectively Smarter. Exponentially Safer.™

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