

Secureworks®

WHITE PAPER

How Secureworks Offers a Holistic Approach to Security

Only an Integrated Approach to Security can Help you Meet the Evolving Challenges of Today's Threat Landscape



Data is everywhere. Many organizations went from on-premises data storage to cloud migration and digital transformation in what felt like an instant. Meanwhile, threat actors find opportunity among an ever-expanding attack surface. The traditional approach to tackling these challenges was to implement new solutions as different threats appeared. However, those implementations took a lot of time and effort – security has changed so much that new solutions can start to look outdated as soon as they're installed. The security solutions of yesterday struggle to meet the demands of today's and tomorrow's threats.

Many companies are dealing with a bloated security environment full of tools that struggle to communicate and adapt as the industry changes. Often, different tools require significant time to configure so they work in concert in an environment. Even then, the results can be disappointing and create additional work. Noisy environments with limited correlation ability and disjointed threat feeds challenge today's security teams and put them on the back foot.

Nearly every organization now has experience with remote work, cloud migration, and mobile computing. Each organization's circumstances and security environment combine to create a unique situation. This can make it more difficult for a small team to validate and understand their operation. Moreover, security providers who are inexperienced or lack an integrated approach may also find themselves challenged with keeping up with each of their customers' unique environment.

Secureworks has helped thousands of organizations navigate these changes. We've stood at the forefront of change in security for over two decades – there isn't much that surprises us. Our experience across different industries and continents, plus 20 years of threat research and incident response (IR) engagements, allows us to offer a deep, consultative approach to meet your needs and help your operation grow.

These are some of the ways we provide a holistic approach to security that prepares you for future challenges.

We Combine Human and Machine Intelligence to Help You Do More

Artificial intelligence (AI) is changing security, but few security AI technologies are good enough to work without human input. AI can create more work if it's applied inexactly to an inappropriate area of security. That's why we take a highly selective approach to our AI applications and supervise our machine learning algorithms to ensure accuracy.

Those machine learning algorithms power Secureworks® Taegis™ XDR, our security analytics software. XDR automatically analyzes and correlates telemetry from endpoint, network, and cloud devices. Our machine learning algorithms power detectors that constantly search your data to identify malicious activity in your environment, including subtle behavioral clues. That means changes in your stack or program won't reduce your threat visibility.



Our machine learning algorithms power detectors that constantly search your data to identify 16 types of malicious activity in your environment, including subtle behavioral clues.

Our team of data scientists have deep experience, much of it in the security industry. That experience, combined with world-class threat knowledge from the Secureworks Counter Threat Unit™ and incident response teams, drastically reduces alerts and helps you rapidly detect threats. You get a full perspective of what's happening to help you prioritize resources.

We're One Step Ahead of the Threat

Our Counter Threat Unit research team is staffed with some of the best threat researchers in the world. Many could work at any organization in the world, but they stay with Secureworks. This is because we believe great security revolves around understanding our adversaries. When security teams are on the back foot, their options are narrow and limited. We focus on quickly scaling research for customers so they are enabled to choose the right course of action. It means we're acting on our research while other companies are still waiting to hear from their feeds and sources. You'll struggle to find the same caliber of threat researcher at any other organization, regardless of whether they are a security vendor or not.

The same is true of our incident response team. They are on the frontlines of thousands of engagements every year. They see the tactics of threat actors evolve in real-time and Secureworks applies those lessons for the benefit of all customers. This comprehensive picture of what's happening in security means we can help you confidently move wherever the industry goes.

Both our threat research and IR teams are focused on what situations are probable, possible, likely, and unlikely for customers. You get recommendations on how to allocate and focus resources based on threat intelligence and the nature of your environment. It's advice that works for you.

We've Seen a Lot Before

Security teams sometimes struggle to validate their ideas and benchmark their operation against others. As an individual, each person has limited visibility into the security landscape, mostly from previous experience and through communicating with peers. Secureworks knows what works and what your peers are doing because we serve companies just like them. We have thousands of customers all around the world, so we see how risk plays out in the real world, across all industries. It also means that if you face challenges with your stack, we've likely seen it, and resolved it, before. You get access to expert insights that are hard to get without a vast, global operation.

If something works well for one customer, we know how to scale that up for the benefit of all. If a new threat targets one customer environment, we use our threat knowledge to assess which other customers and industries could be at risk- helping you stay protected and prepared as threats evolve. This process of using lessons from our customers to keep all our customers safe is called Community-Applied Intelligence.

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We Help Your Team Grow

Security is a partnership. Sure, you need a vendor to provide core services, but why can't they help you and your team learn and grow too? Secureworks emphasizes a collaborative approach to security. Our goal is to help you build on your knowledge for the future. Whether your team is small and has limited knowledge, or is ready to do more in-house, we can help. From the beginning, you're involved in discussions with our experts where they'll help you clearly understand the logic behind our recommendations, based on your priorities and risk profile. We believe you shouldn't be kept at arm's length from the knowledge that protects your organization.

XDR security analytics software takes this concept to a new level. When your team uses the software, they have access to a chat box where they can get quick access to our team 24/7. Whether your team wants to validate their conclusions, double-check incident response actions, or ask any other burning questions, our experts are on hand. This solution means you don't need to submit a ticket and wait hours for a response. It's security on your terms.

You even get access to the same feature with our Secureworks® Taegis™ Managed XDR service. While our experts handle the day-to-day use of the XDR software on your behalf, you still get access to the features, including the live chat feature.

We Understand Change

Business trends are accelerating, and the world is always changing. The idea of remote work is still relatively new to many security teams – but not us. We've helped customers secure remote workers for years. In fact, 50% of our global workforce was already remote pre-pandemic. In March 2020, 100% of Secureworks employees transitioned to a remote work environment in response to the COVID-19 pandemic. We've operated in multiple locations around the world with remote employees to a very high standard for years.

You might be securing your organization's digital transformation for the first time, but we aren't. Secureworks secures digital transformation for organizations like yours all the time. We've seen all the mistakes companies have made before they approached us, and we've validated our own advice many times over too.

Whether it's remote work, BYOD, or cloud migration, we've helped organizations achieve all of these things before. We've also helped organizations navigate unexpected changes in the business landscape securely, and rapidly.

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¹ In March 2020, 100% of Secureworks employees transitioned to a remote work environment in response to the COVID-19 pandemic. At the date of publication, 100% of Secureworks' workforce remains remote.

We Offer Adaptive Security

The breadth and depth of security expertise at Secureworks is hard to find elsewhere. You get holistic, expert advice based on our experience in every function of security for more than 20 years. That helps you stay on top of your whole environment, and not just whichever tools are used most. While your situation is unique to you, we've often seen something similar in other customer environments. We believe technology can transform security for the better. This is why we deploy new technology only when we're confident it will improve your operation, and never for its own sake. Everything we do is built on a foundation of world-class threat intelligence, deep security operations experience, and 20 years on the frontlines of constant business change. As a result, you're ready for whatever the future of security holds.

Secureworks®

Secureworks® (NASDAQ: SCWX) is a global cybersecurity leader that protects customer progress with Secureworks® Taegis™, a cloud-native security analytics platform built on 20+ years of real-world threat intelligence and research, improving customers' ability to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.

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