Secureworks®

PacificSource Gains Peace of Mind with Secureworks® Taegis™ ManagedXDR

PacificSource deploys more effective and efficient approach to security

PacificSource

Company: PacificSource
Industry: Insurance
Country: United States
Employees: 1,550+

Solution

PacificSource selected Secureworks Taegis™ ManagedXDR for:

- Better visibility into their environment
- More effective and efficient security approach
- Incident response capabilities
- Proactive threat hunting

Overview

PacificSource is a not-for-profit insurance provider, serving more than 500,000 members and nearly 4,000 employers across the Northwestern United States – including Idaho, Montana, Oregon and Washington. PacificSource offers a variety of health plans for individuals, families and groups, and was founded in 1933 in Eugene, Oregon.

Challenge

David Mohr, Manager of Information Security for PacificSource, said it became clear over time that his staff needed a more holistic and continuous solution. The organization hired additional personnel to build out the security team, but Mohr still felt they lacked the visibility and context needed to adequately safeguard their environment. "We grew the team, but it still became evident that we didn't have the visibility into our environment that we wanted," Mohr said. "We struggled with the resources required to keep up with IoCs (indicators of compromise). It seemed to be more effective and efficient if we went to an MDR service."

Solution

Taegis ManagedXDR is a 24x7x365 managed detection and response (MDR) service in which Secureworks experts monitor customer environments and take rapid action to triage and escalate security incidents. ManagedXDR also features threat hunting and incident response capabilities to help organizations like PacificSource scale security operations and leverage Secureworks insight into the global threat landscape.

PacificSource sought a recognized leader that possessed the expertise and resources they could rely on, and Secureworks met that criteria. "We really needed somebody that could do security at an economy of scale, where you're doing it for thousands of people," Mohr said. "You have the staff to research and do all the stuff that you are doing today. The comfort level was a big driver for us."

Once the board of directors gave him approval to purchase MDR, Mohr used leading third-party market analysts as a guide to size up the top players. He said a couple of things about Secureworks and ManagedXDR stood out during the due diligence process. "One is that you include network devices for visibility," Mohr said. "We would talk to people who didn't include network devices and, from my experience, that context makes a big difference. The Secureworks product is turnkey. We could install the Red Cloak™ Endpoint Agent, get them up and running, and all that was very smooth."

The visibility and the turnkey nature of ManagedXDR were big selling points for PacificSource. The priority Secureworks has placed on ManagedXDR and the Taegis platform also was a key point in the decision-making process. "We could tell that Secureworks was investing significant resources, and it was a priority for Secureworks," Mohr said. "That was evident, and once we came on board, we saw that Secureworks continues to invest in its platform and continues to mature, and you're investing a lot of resources into it."

Benefits

PacificSource sees immediate value from Secureworks responsiveness and guidance provided as part of ManagedXDR. The Taegis platform includes live chat functionality, giving Mohr and his staff instant access to security operations experts. "I think that's awesome," Mohr said. "I want to chat with a security expert on this. I'm having a problem and then to immediately be able to have a quick chat and, in a couple of minutes, it's like, 'all right, thanks, we're done.'"

ManagedXDR includes 40 hours of remote incident response support each quarter. Mohr cited two instances when PacificSource requested forensics investigation – one in response to an email-delivered malware variant, and one in response to an employee targeted by a scam. Both times, ManagedXDR detected the activity and notified PacificSource, who then used the included hours to engage Secureworks incident response resources. Files were analyzed to determine the malware had been contained and

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had not spread. In the case of the scam, Secureworks performed a forensics analysis and determined no information had been accessed by the threat actor. "It's that peace of mind," Mohr said.

Communication is critical in every successful relationship. Mohr referenced one moment when the Taegis platform detected a critical alert. He was in a meeting with his boss at the time, and both were notified that this alert warranted their attention. ManagedXDR has provided PacificSource with the confidence that deploying the solution was the right decision.

"It's really just the comfort level of knowing things are being monitored," Mohr said. "That's a big point of confidence for us."

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About 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.

For more information, call **1-877-838-7947** to speak to a Secureworks security specialist **secureworks.com**