

LOCAL MUNICIPALITY SCALES THEIR SECURITY PROGRAM WITH MANAGED DETECTION AND RESPONSE

The Town of Gilbert improves security posture with Secureworks® Taegis™ ManagedXDR for superior threat detection and unmatched response.



Name: Town of Gilbert
Industry: Local Government
Country: United States
Employees: 1,800

CHALLENGES:

- Struggled to scale services in pace with rapidly growing municipality
- Lacked holistic visibility and monitoring across various security tools
- Needed to implement a strategic security approach

SOLUTION:

Secureworks® Taegis™ ManagedXDR

- Superior real-time threat detection and proactive response across IT and security technology
- Collaboration with security experts on threat investigations
- Monthly threat hunting to discover stealthy threats

BENEFITS:

- Around-the-clock threat monitoring and threat detection
- Threat hunting delivered from same provider as part of solution
- Augment small internal team via real-time collaboration with security experts



CHALLENGE

The Town of Gilbert has experienced tremendous growth over the past decade, becoming the fifth-largest municipality in the state of Arizona with a population topping 277,000 people. Meeting the needs of this expanding population has required a major increase in services, and with it, the need to evolve the town's security strategy. Tony Bryson, CISO for the Town of Gilbert, realized the municipality's approach to security needed to change.

"We compare ourselves to operating like a small enterprise business where much of our technology and security support was handled manually with a limited team," Bryson said. "With limited resources, we were very reactive in how we handled IT and security initiatives. We went out and we found a solution to address the problem, rather than being more strategic and focusing on solutions that could have broader impact long term."

CASE STUDY

The Town of Gilbert had implemented various point solutions from multiple vendors to improve security over time. However, with cyber threats on the rise and a limited team, Bryson was interested in a more holistic solution that could pull these point solutions together to give greater visibility around where threats could be lingering to enable rapid response. This led Bryson to explore investing in a managed solution built on extended detection and response (XDR) technology that could unify his view across specific point solutions and maximize his current investments. He found what he needed in Secureworks Taegis™ ManagedXDR, a managed detection and response (MDR) offering built on a robust XDR platform.

SOLUTION

As a MDR solution, Taegis ManagedXDR delivers around-the-clock monitoring and threat detection giving customers the peace of mind that a powerful, experienced SOC is monitoring their environment 24/7 and responding quickly to avoid breach.

“The real-time monitoring is a very important thing that we could get from Taegis, but I would say what really made us make the jump to Taegis was the fact we would actually get real-time mitigation strategies that could be implemented,” Bryson said. “We can work with the Secureworks SOC to identify which playbooks get enacted, and what mitigation strategies Secureworks can take on our behalf.”

In addition, Taegis ManagedXDR also includes incident response services if a breach does occur, proactive monthly

threat hunts by experienced threat hunters proactively looking for issues, and threat intelligence for insights of the state of the threat with regular, timely updates. The value added services that surrounded ManagedXDR helped separate Secureworks from other managed vendors that didn't include this level of expertise.

Additionally, Taegis ManagedXDR is delivered on an open XDR platform that collects telemetry from across a customer's entire IT environment, including endpoints, network, cloud, identity, and other business systems. Once the data is collected, Taegis uses its intelligence to not only detect threats, but prioritize real threats, eliminating noise caused by false alerts that many other systems bring. Bryson liked that his team could have access to the same technology that Secureworks was using to view alerts, collaborate around investigations, and generate reports he needed to understand the risk level to his municipality.

One immediate impact Bryson and his team experienced upon implementing Taegis is in the ability to collaborate with other security experts – regardless of time of day or location. The live chat functionality within the Taegis platform gives customers the ability to reach a Secureworks security expert in less than 60 seconds.

“The chat is a stand-out capability that lets us talk to security experts in real time,” Bryson said. “Other forms of communication, like email replies, are on point and easy to understand for the team. They don't leave us scratching our head. Instead, it has clear instructions on what we need to

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Secureworks acts as a force multiplier for us. To get this type of work we get from Taegis ManagedXDR, it would take us eight to a dozen bodies internally. For us, that's a massive savings in workforce costs.

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—Tony Bryson, CISO, The Town of Gilbert

CASE STUDY

know and what next steps are needed for an investigation or required mitigation action. The communication and collaboration with Secureworks SOC team has made the transition to Taegis seamless and provided immediate positive impact to our security posture.”

BENEFITS

Bryson says that he “no longer sleeps with one eye open” with Taegis ManagedXDR in place, thanks to the solution’s superior detection and unmatched response. When Taegis detects a high or critical security threats, Secureworks security analysts investigate the threat. All actions tied to an investigation are visible to Bryson and his team within the Taegis platform, and the openness and transparency of Taegis keeps them secure and confident in their overall risk posture.

“We have a very small team supporting our municipality,” Bryson said. “We are able to keep our town safe from cyber threats with a small team because of the additional scale and support that Secureworks gives us. Taegis ManagedXDR is a force multiplier for us. For us to get this type of coverage and support without Taegis ManagedXDR, we would have to add eight to a dozen experienced security resources internally. For us, that’s a massive savings in workforce costs while increasing our level of security.”

One of the key benefits for Bryson is the monthly threat hunt, proactively performed by Secureworks experts. Bryson said

the inclusion of threat hunting added extreme value, as this was an activity his team did not have time to execute on its own, and lacked the experience that a dedicated team doing over 50,000+ threat hunts a year can provide.

“We needed to find a better way to implement proactive security measures, not just reactive,” Bryson said. “The fact that we were able to get threat hunting as part of the solution, and not have to go invest in a different third-party service to perform the proactive threat hunts, increases the value of Secureworks going beyond just a monitoring service.”

Bryson and the Town of Gilbert believe Secureworks Taegis ManagedXDR not only makes them more secure, but increases their own internal security expertise with the open communication and knowledge sharing between his team and Secureworks experts.

“Secureworks proactively points out areas of weakness in our security posture and advises how we can quickly address to reduce our risk,” Bryson said. “Working with Secureworks leveraging their XDR platform and expertise through their managed XDR offering has been a phenomenal experience. The value we receive from Secureworks Taegis is high.”

That relationship continues growing as the Town of Gilbert works with Secureworks to develop proactive response playbooks, enabling Secureworks security experts to perform agreed-upon response actions to stop threats

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The fact that we were able to get threat hunting as part of the solution, and not have to go invest in another third-party service to do these particular threat hunts, adds so much value for us.

—Tony Bryson, CISO, The Town of Gilbert

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CASE STUDY

without first contacting Bryson and his team. Bryson said the communication and level of trust between his team and Secureworks is appreciated, and he views Taegis ManagedXDR as a best-of-breed solution.

“Taegis was just an absolute perfect fit for us, and it made sense strategically given the managed detection and response delivered on an XDR platform,” Bryson said. “To engage with Secureworks was the next logical step for us, and they have really become a foundational pillar of our information security program. We are invested with Secureworks because Secureworks is invested in the Town of Gilbert. It truly is a partnership.”

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,
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speak to a Secureworks
security specialist
secureworks.com