

SOLUTION BRIEF

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# Increase Cyber Risk Awareness To Strengthen Your Security Posture

Managed Detection & Response Services



## Do you have real-time visibility into potential risk in your security

With limited insight into key security metrics, it's difficult to quantify risk and establish complete visibility throughout the security toolchain. **Metrics are essential in establishing performance benchmarks when measuring the success of a security program.**

### This results in:

- Inability to fine-tune security controls to uncover vulnerabilities quickly
- Curtails management decisions on aligning security resources where they may be most impactful
- A sub-optimal security posture, leaving business critical resources exposed to potential attacks

### Drive improvement over time with key operational metrics

Even though cybersecurity is critical to your organization, investments in security tools and services aren't often treated as business decisions. This inability to measure security investments makes it challenging to explain and justify your security program's value to executives and the board of directors, because they don't understand the level of acceptable risk versus dollar spent.



*I didn't have the industry peer benchmark data I needed to clearly articulate a business case to my board that justified additional security investments for reducing risk.*

*With CRITICALSTART® MDR services, I now have real-time, operational metrics that help me manage our risk of a breach and associated business disruption to a level that can be accepted by the business.*

- CISO, TECHNOLOGY INDUSTRY



### Our Approach

Our Managed Detection and Response (MDR) services provides meaningful operational metrics that help tie your security program's results to business outcomes.

As a result, you'll have actionable insights that help prioritize investments and win executives' buy-in.

Our metrics not only report on traditional measurements, such as Median Time to Detection (MTTD) and Median Time to Respond (MTTR), but also our security operations center's (SOC's) performance. You'll always have 100% transparency into how we're performing against contractual Service Level Agreements (SLA).



## KEY SOLUTION BENEFITS

### Leverage data to drive more productive dialogue around business resilience

Our Zero Trust Analytics Platform™ (ZTAP®) real-time dashboards help you answer key questions such as ‘How well is my SOC analyst team performing?’, **“How are we performing relative to other companies in our industry?”** With our MDR services, you’ll have insight into how well your security tools are stopping the latest adversaries, the ability to gage performance of SOC analysts, and 100% transparency into our services’ performance against contractual service level agreements.

### Measure levels of detection and reduce risk

Investment decisions are guided by how well your security program is performing. Seeking additional budget for new projects and resources is difficult without data to justify an ask. With our interactive reports, you have visibility into all service delivery metrics across your security tools including MTTD, MTTR and their equivalent operational costs. You’ll be able to close security gaps and remediate vulnerabilities sooner while reducing risks associated with business outages.

### Inform decision making

Without meaningful metrics, the challenges of resource management are magnified. Managing staffing levels and uncovering security tools’ coverage gaps are made simple within ZTAP. Dashboards measure your security analysts’ MTTR and track trends over time to help your team become more efficient. You can also benchmark their performance against other companies to assess if there’s additional room for improvement. Our MDR services also integrate with your existing security tools so you can determine if there are coverage gaps that need to be addressed. Your teams will be able to prioritize on verified threats rather than chasing false positive alerts.



For more information about Critical Start services and solutions for Microsoft Security, schedule a demo at:

[www.criticalstart.com/contact/request-a-demo/](http://www.criticalstart.com/contact/request-a-demo/)