DATASHEET

CRITICALSTART® Security Operations Center (SOC)

Extend the detection and response capabilities of your cyber security operations 24x7x365.

KEY BENEFITS

- ✓ **Strengthen security posture** by staying ahead of emerging cyber threats
- ✓ **Augment your in-house SOC** with 24x7x365 expert third-party support, even accessible on the go through our MOBILE**SOC**®
- ✓ **Increase team productivity** and free up their time to focus on other priorities by offloading Tier 1 and Tier 2 support
- ✓ **Reduce detection and response time** by eliminating false positives, simplifying investigation, and expediting the response process
- ✓ **Confidently measure** team and Critical Start SOC performance benchmarks

Critical Start's Security Operations Centers

Everything we do—from training to engineering to our **Cyber Operations Risk & Response™ platform**—is focused on reducing risk, maximizing threat detection and response services, and optimizing business outcomes for our customers. Our U.S.-based Security Operations Center (**SOC**) analysts provide expert, **24x7x365** response to validated threats and are always available on the go through our MOBILE**SOC**® iOS and Android app.

Continual education to keep ahead of emerging threats

Our experienced security analysts undergo intensive training, enabling them to provide the highest caliber of support in the industry. They must complete an **8-week**, **300+ hour** intensive training program before they can begin analyzing alerts, and our experts are still required to perform a **two-person integrity review** on every action to be taken to ensure SOC orchestration quality control for every customer. To keep pace with evolving tactics, techniques, and procedures (**TTPs**), we also require even our most experienced analysts to set aside five hours a week for ongoing training.

Critical Start certification requirements

Our SOC teams are built on the concept of extreme ownership, providing our analysts with a supportive, professionally stimulating environment and a strong work/life balance, which in turn benefits our customers by ensuring they are always working with a consistent, committed crew.

Every analyst has the ability to grow their career after meeting certain prerequisites, including achieving specific certifications required for advanced roles.

ROLE	MINIMUM CERTIFICATION REQUIRED
Advisory Security Analyst	CASP+ Certification or Equivalent/Higher
Senior SOC Engineer	
Lead Analyst	
SOC Engineer Team Lead	CySA+ Certification or Equivalent/Higher
SOC Engineer	
Principal SOC Analyst	
Senior Security Analyst	Security+ Certification or Equivalent/Higher
Analyst	Training Requirement Only

In addition to many of our lead analysts being CompTIA A+, Security+, Network+, Advanced Security Practitioner (**CASP+**), and Cybersecurity Analyst (**CySA+**) certified, we have a dedicated group with in-depth Microsoft expertise, including AZ-500 Azure Security Engineer Associate, SC200 Security Operations Analyst Associate, and SC300 Identity and Access Administrator Associate certifications.

Additional certifications held by our analysts include (but are not limited to):

- Certified Ethical Hacker (**CEH**)
- Offensive Security Certified Professional (**OSCP**)
- Vendor Product Certifications

Organizational attestations include:

- SOC 2 Type II: Statement on Standards for Attestation Engagements 18 (**SSAE18**)
- PCI-DSS: Payment Card Industry Data Security Standard

It takes a village

In addition to our dedicated team of analysts, our SOC also includes supporting teams organized by function to ensure we consistently meet or exceed our contractually obligated **10-minute notification** for Critical alerts and a **60-minute or less** Median Time to Resolution (**MTTR**) SLAs for all alerts, regardless of priority:

- **Training Team:** Delivers role-specific training to make it easy for our analysts to progress in their careers and increase the quality of the service they provide to our customers
- **Engineering Team:** Develops additional features to enhance the overall benefits of our **Cyber Operations Risk & Response™ platform**, and other integrated solutions and assists our SOC analysts in their efforts to resolve all alerts. Within this group, our SOC Engineers also help maintain and grow our Trusted Behavior Registry® (**TBR**®) and provide quality assurance for entry-level analysts
- Our highly skilled **Incident team** performs the most advanced investigations and works with the Critical Start Cyber Incident Response Team (**CIRT**) to heighten the fidelity of detections in the TBR.

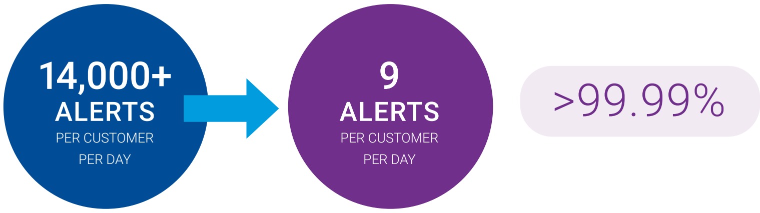
We simplify the complex

Regardless of priority, all unknown alerts that are not auto-resolved by our platform and the TBR are triaged and investigated by our security analysts.

First, our analysts determine the scope of the problem to build a full narrative of the threat, and then they communicate and collaborate with your security team through our platform and MobileSOC. Based on their investigation, they assign a priority to the alert and advise your team on recommended actions, such as removing malicious files, terminating suspicious processes, and blacklisting questionable domains. Depending on mutually agreed-upon rules of engagement, our SOC analysts can also use your tools and our platform to contain and respond to alerts on your behalf.

Our platform automatically resolves >99.9% of all alerts

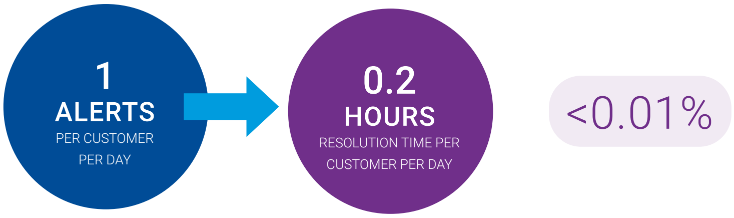
On average, we ingest more than 14,000 alerts per customer per day and escalate only one alert per customer per day.


14,000+ ALERTS PER CUSTOMER PER DAY

9 ALERTS PER CUSTOMER PER DAY

>99.99%

Critical Start SOC escalates only <0.01% of all alerts (true-positives only) to our customers.


1 ALERTS PER CUSTOMER PER DAY

0.2 HOURS RESOLUTION TIME PER CUSTOMER PER DAY

<0.01%

Check out what our customers are saying about us.

> "I can go to sleep knowing that someone is watching what's happening in my network"

GLOBAL EXECUTIVE TALENT LEADER

> "The value of this far outweighs any cost. And you really can't put a price on the peace of mind you get from knowing you can rely on this level of expertise."

IT DIRECTOR, INTERNATIONAL MANUFACTURING ORGANIZATION

Elite SOC capabilities, at your service

Whether you are looking to expand the capacity of your SOC, optimize the efficiency of your tools, or mitigate risk, our team of experts stands ready to extend the detection and response capabilities of your cyber security operations **24x7x365** through real-time monitoring, rapid investigation, and proactive response, with full-scale, complete alert resolution.

Our SOC experts tailor our services to your unique needs and become an extension of your team, seeking to understand the complex nuances of your environment to detect and investigate the right threats, helping you make faster, more accurate decisions on which response actions to take so you can stay protected and sleep better at night.

To see how we can help, contact us at **criticalstart.com/contact**