

Managed Security Services and Security Operations

Adapt to the new business reality.

The need for managed security services is rapidly accelerating. Organizations consistently face short timeframes to respond to potential vulnerabilities, limited availability of qualified resources, changing business needs and leadership's call for increased visibility, actionable metrics and unified programs. Protiviti's highly flexible, client-focused, innovative methodology focuses on people, processes and technology, enabling organizations to tackle these challenges with confidence.




“ Protiviti's managed security services will help improve your security operation efficacies, reduce complexity, and streamline operations so you can manage risk and better protect your organization. ”

— **Shinoy George**, Managed Security Services and SecOps Leader

How Protiviti Can Help

-  Managed Detect and Respond
-  Managed Cloud Security Ops
-  Threat and Vulnerability Management
-  Digital Identity as-a-Service
-  Asset Management as-a-Service
-  Security Operations Center

Business Outcomes

-  Reduced complexity, rapid deployment and increased access to deeply skilled resources, delivered in a scalable, predictable way.
-  Embedded risk and compliance controls to mitigate risk and respond more effectively to dynamic business process changes.
-  Optimized compliance activities to successfully achieve business strategies and objectives.

Managed Security Services and Security Operations

Managed Detect and Respond

- 24x7x365 monitoring
- Triage, Tier 2 and Tier 3 response
- Incident response, threat monitoring, detection and hunting
- SIEM design, implementation, tuning, optimization and automation

Security Operations Center

- Security operations assessments: people, process and technology
- SOC design and build, and integration
- Resource integration / staff augmentation
- SOC tuning, optimization and automation, UEBA setup

Asset Management as-a-Service

- Hardware asset lifecycle management
- Software asset lifecycle management
- Asset strategy, procurement, deployment and maintenance
- Cloud migration
- Asset disposition and retirement



Managed Cloud SecOps

- Managed cloud security monitoring and response
- Cloud security migration, modernization and continuation
- Managed security risk mitigation
- 24x7x365 onshore / offshore

Threat and Vulnerability Management

- Program development
- Scanner deployment, configuration and scanning
- Analysis and prioritization
- Remediation management and patching services

Digital Identity as-a-Service

- Optimized identity management and infrastructure maintenance
- Triage, Tier 2 and Tier 3 support and resolution
- Identity governance, directory services, access management



Client Challenge

The North American division of a global automaker wanted to replace its outsourced help desk operations and infrastructure support provider. The client required a partner that could fill all the seats in two states, retain key help desk personnel, reduce turnover, onshore the entire team and improve the department's overall performance.



Solution Delivered

Protiviti and Robert Half took swift strategic action to boost operational performance: Hired 10 key staff members from the prior vendor; recruited replacements for those who were terminated due to performance; brought roles outsourced to India back to the U.S.; provided an interim on-site program manager for immediate guidance; hired a long-term on-site program manager, a role key to curtailing turnover and improving team performance.



Business Results

The team completed the departmental transition within 90 days while keeping up with challenging ticket volume, ran a two-state operation with more than 30 staffers, and added bilingual support personnel to enhance customer experience and operational efficiency.

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