

# THE BUSINESS VALUE OF MANAGED SECURITY SERVICES.

 SilverSky | Applied Intelligence

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# INTRODUCTION

For many organizations, outsourcing network security services appears to be a logical choice. You avoid hardware, licensing, and maintenance costs; you benefit from around-the-clock security monitoring and management from dedicated security experts; and you free up your in-house IT staff to pursue activities core to your business mission. Yet many business decision makers dismiss the managed security service option out of hand, fearing the loss of control over the network.

This paper provides an overview of the benefits of outsourced security solutions such as managed security services. The managed security services option saves money, improves the network security posture, and maximizes the efficiency of existing corporate resources.

## THE NETWORK SECURITY CONUNDRUM: INCREASED THREAT, DIMINISHING RESOURCES

The network security landscape is changing – and rapidly. With organized crime methodically searching for easy targets to infiltrate, statesponsored cyber-terrorism on the rise, and the proliferation of common thieves swiping identities, the on-line, linked enterprise is fraught with risk. Yet the Internet is indispensable. Regardless of the danger, organizations cannot conduct business without connectivity. Business without the Internet is not an option.

Regulatory bodies are jumping into the fray mandating different types of security legislation, approaches, fines, and even solutions. Industry governing bodies like the Payment Card Industry (PCI) Security Standards Council are aggressively requiring comprehensive network security strategies and tactics. Failure to comply can result in sanctions, fines and even the inability to take credit cards – a death knell for merchants. Government regulations such as HIPAA, SOX, GLBA, FISMA, and many others include harsh penalties for non-compliance.

Both large and small organizations struggle to adequately secure their networks and achieve compliance. Network security threats are up – more viruses are being detected, more malware is on the network, more spam is filling up inboxes, and more phishing attempts are being made. In short, the number and sophistication of threats is skyrocketing, putting business success at risk.

Paradoxically, security resources are in short supply and are becoming more expensive each year. With the government hiring thousands of cyber security experts, the demand is only increasing. Furthermore, the skill set security specialists are expected to have is not only deepening, but widening. Today, network security experts need to be knowledgeable about networking, desktops/endpoints, compliance strategies, and perhaps the most challenging of all, communicating technical issues to the board room.

If organizations choose to own, manage, and maintain security systems in-house, they face significant capital, licensing, and maintenance costs at a time when budgets are decreasing. Many organizations fail to take into account the expertise and time required to manage these systems effectively. The compliance burden and risk falls on the internal team. They find themselves trying to architect and manage network security with insufficiently trained IT generalists, or engage higher-salaried security specialists, which further drives up their total cost of ownership.

In-source and your costs go through the roof, but you have control. Outsource and your costs go down, but the perception is you give up control. Will either option drive regulatory compliance costeffectively and without so much effort? Is there a better solution to this vexing problem?

# MANAGED SECURITY SERVICE PROVIDERS – THE ANSWER?

Outsourcing security—both professional and managed services—has become a viable and attractive option for many organizations, as indicated by industry growth trends. In large measure, the market now accurately perceives that outsourcing security services can be accomplished securely. In addition, either subscription-based or as-needed service delivery models can result in substantial cost savings. Such savings typically go hand in hand with a significant improvement in the security posture of the organization, as security experts manage and monitor these systems 24x7x365 and can quickly optimize solution performance. Further, outsourcers are generally experts in compliance as they architect and manage compliance solutions for hundreds, if not thousands of clients.

But a key question remains for executives: By outsourcing are you giving up control? The answer is no. Many confuse the concept of control with the concept of execution. Leading managed security service providers (MSSPs) work closely with their clients to implement and proactively manage network security to meet specific and often unique client requirements. MSSP analysts respond to clients 24x7x365 and work with them on a daily or even hourly basis in creating and updating security policy and configurations. The client passes off the execution of security issues to the MSSP, without relinquishing control over their network.

The service provider is generally an expert in the field and is able to define a reasonable set of requirements that are common to organizations and that result in compliance with industry regulations. Such best practice activities should be integrated with the client's unique requirements to create a managed service model that works for both parties and ultimately achieves the mutual goal – a more secure, compliant, and cost-effective network.

Many in-house IT and security specialists resist outsourced managed services believing such solutions diminish their roles and may even result in the elimination of their jobs. In the vast majority of cases, in-house security and IT personnel become even more productive. They are able to focus on strategic projects that better leverage their expertise. This better utilization of key internal resources often leads to better results for the organization. The fear of professional obsolescence is very real, but should not be an impediment to senior management leading the charge for optimizing solutions. Careful, prudent management can lead to a win for the team members, the company, and the leader.

MSSPs excel in three major areas – providing a cost-effective, robust security solution; enabling 24x7x365 access to highly-skilled network security experts; and providing in-depth experience with regulatory compliance. These benefits are substantial in light of the enormous network security challenges organizations face today.

# SILVERSKY'S MSSP VALUE PROPOSITION

SilverSky, a leader in network security since 2000, delivers comprehensive network security that protects organizations from the perimeter to the endpoint. SilverSky's managed security services were awarded a 'Best Buy' in the managed service category by SC Magazine in September 2009. Because SilverSky provides 100% of the service delivery, clients can focus on core business development objectives essential to growing their business. SilverSky provides both professional security services and managed security services.

All SilverSky managed services include full management and monitoring 24x7x365 by certified security experts working from our redundant and mutually supported security operations centers (SOCs). Clients benefit from the following:

- Security expertise: Our security analysts focus exclusively on security. They manage thousands of networks and respond to millions of attacks in the normal course of operations. Many of our security engineers and analysts hold security clearances for conducting Department of Defense (DoD) related work.
- Customer access to their data: The SilverSky Management Console, gives customers complete visibility into their security data and all actions taken by our security analysts in defense of their network. In addition to all current and historical activity, SilverSky Management Console provides a range of pre-built and custom reports for meeting compliance and management needs.
- AICPA SOC 2 Type 2 audited security operations centers (SOCs): In our AICPA SOC 2 Type 2 audited SOC, analysts monitor both the customer's network and the global threat environment 24x7x365, responding instantly when threats and attacks are identified.
- Regular customer security audits: Our security analysts perform regular internal audits of customer systems to ensure operations are running smoothly and the network is being protected.
- Focus on your core business: Perhaps the most critical benefit of all – our managed security services allow your team to focus on areas that will move your business forward. Don't allow your company to be sucked into the day-to-day rote tasks that don't add value to your mission.

# SILVERSKY MANAGED SECURITY SERVICES

## Event Monitoring and Response

SilverSky's team of security experts monitors the critical devices on your network 24x7, eliminating the need to staff an internal security team around the clock. Our team utilizes advanced techniques to investigate any suspicious activity and will take immediate action to prevent attacks from occurring. Because SilverSky correlates all security events across our massive customer base, we can identify and respond to emerging threats more quickly – we call this the “neighborhood watch effect.”

## UTM Management

SilverSky's UTM Management enables organizations to reduce the costs and complexity of managing UTM devices. Our team handles tedious upgrades, configurations, and software patches – empowering your IT team to focus on core business activities. We also leverage our extensive compliance expertise to reduce the costs and headaches associated with meeting regulatory compliance. SilverSky offers the following services as part of a UTM package or on an a-la-carte basis:

- Firewall
- Intrusion Detection and Prevention (IDS/IPS)
- VPN Remote User Access

## Network Device Management

Network devices such as routers, switches, and circuits must be managed and monitored carefully to prevent security breaches and maintain compliance. SilverSky will monitor these devices 24x7, handle all configurations and updates, and immediately notify your team of any potential issues.

# ABOUT US

SilverSky is the expert cloud provider of information security solutions. We deliver the industry's only advanced Security-as-a-Service platform that's simple to deploy and transformational to use. For years, SilverSky has been recognized as a leading managed service provider of business email and network security services. We have hosted, secured and monitored the information assets of thousands of large enterprises and regulated businesses utilizing our proprietary security software. By tirelessly safeguarding our customers' most important information, we enable growth-minded leaders to pursue their business ambitions without security worry.

As part of BAE Systems, SilverSky is now able to offer an extended portfolio of products and services, enhancing its ability to provide additional comprehensive security solutions that will protect and enhance businesses in the connected world.

If you would like to learn more, please do not hesitate to call at 800.234.2175 Option #2 or visit our web site at [silversky.com](http://silversky.com).

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