



CUSTOMER SUCCESS STORY

Technology Industry Case Study

ABOUT DEEPWATCH

Deepwatch is the leading managed security platform for the cyber resilient enterprise. One of the fastest growing cybersecurity companies, we operate as an extension of our customer's team by providing 24x7x365 comprehensive security management for unparalleled visibility, precision response to threats and the best return on your security investments. With a customer base growing at nearly 75% annually, many of the world's leading brands, including John Deere, GPC, Grainger, New Balance, and Wawa rely on the Deepwatch platform to reduce risk, improve their security posture and give them peace-of-mind cyber resiliency.

CUSTOMER

This Deepwatch customer develops advanced technologies for consumer, commercial, and government applications. The majority of their annual budget is spent on innovation, research & development, and business development. In 2016, the CEO asked his leadership team, including their CIO, to evaluate the company's cybersecurity risk posture.

As the company grew its impressive intellectual property (IP), it became increasingly apparent that cybersecurity was a key area of risk. Nation state sponsored threat actors and espionage driven hackers had developed a keen interest in their IP. The customer's leadership team needed to make a concerted effort and investment to mitigate this increasing risk. They did not have the team, the time, or the expertise to establish a security program that could protect the business' critical assets, so they decided to hire a Managed Security Service Provider (MSSP) in order to move quickly.

ENTERPRISE DETAILS

Industry: High Technology

Security Teams Size: 1

Revenue: \$290 Million

Endpoints: 4,200

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- **No Internal Security Capabilities**
 - **High-Value Intellectual Property to Protect**
 - **Highly Targeted Industry 4x7x365**

CHALLENGE

The goal for establishing a relationship with an MSSP was to:

- Properly set up, enhance or deploy existing and new security technologies
- Fully outsource security capabilities to establish 24x7x365 security monitoring, vulnerability management, and endpoint detection & response capabilities
- Ensure network traffic and alerts are monitored, validated and triaged properly to remediate incidents quickly
- Improve their understanding of their threat landscape
- Continuously enhance and mature security capabilities and posture overtime to keep IP and other critical business assets safe

CRITERIA

The CIO met with a wide variety of MSSP's to evaluate their capabilities and find the provider that would best meet their needs. Ultimately the customer needed to identify an innovative expert and trusted partner to outsource such a strategic business initiative on a long-term basis. Their short list of needs included:

- A customer focused, responsive team of analysts to learn their particular threat landscape and protect their business
- A trusted partner to enhance security maturity over time
- Delivery of a fully enabled 24x7x365 security function
- to reduce cyber risk exposure and secure the business' critical assets
- Deep technology expertise with best-of-breed solutions and advanced analytics and IP

OUTCOMES

The CIO and the CEO selected Deepwatch in 2017 based on leading results in its technical evaluation, cloud native platform and APIs, high-touch tailored customer service, and rapid onboarding capability. Since the business was limited in its security capabilities, the CIO opted to integrate the full Deepwatch suite of services, Managed Detection & Response (MDR), Managed Endpoint Detection & Response (MEDR), and Vulnerability Management Services (VM), into their cloud based security platform.

Deepwatch deployed its best-of-breed technologies, its cloud-based Security Operations (SecOps) platform, its proprietary Content Library, and a named Squad of experienced cybersecurity analysts in less than 30 days to activate 24x7x365 MDR services. In parallel, Deepwatch deployed its MEDR, and VM services to provide the customer

with a comprehensive security program. Years later, the CIO continues to trust Deepwatch to run the organization's security program. He continues to collaborate with his Deepwatch analyst team in Slack, and, together, they have been able to reduce the business's cyber risk, quickly resolve incidents, and improve overall security posture. Over the past few years, the CIO has grown his security capabilities by learning from the same team of core Deepwatch analysts. The Deepwatch Security Posture Score has enabled the CIO to ingest new logs and deploy new technologies to further enhance their security program.

Finally, as the business continues to grow its physical footprint, Deepwatch has been its core security partner to suggest, deploy and integrate new security products in discrete locations to ensure secure operations for new offices from day one.



ABOUT DEEPWATCH

Deepwatch delivers data-driven managed security services while extending customers' cybersecurity teams and proactively advancing their SecOps maturity. Powered by our innovative cloud-native platform, Deepwatch is trusted by leading global organizations to provide 24/7/365 managed security services.

CONTACT US

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