



MANAGED CYBER SERVICE

PRACTICE PROFILE

By investing in CSO Group's Managed Cyber Service, our team of cyber experts become a true extension of your business, driving toward a common goal of safeguarding your organisation against cyber threats.

The service includes the management of market leading security technologies, a clearly defined onboarding, shared responsibility and engagement model. With a managed cybersecurity service, you can focus on your core business activities while a dedicated team of specialists works tirelessly to keep your network and systems effective. This comprehensive approach provides peace of mind, mitigates risks, and enhances your overall cybersecurity posture, enabling you to stay one step ahead of cyber adversaries.

www.csogroup.com.au

WHY WE BUILT THIS PRACTICE

CSO Group's MCS practice was founded to address a fundamental challenge faced by customers in the realm of information security: the need for skilled and knowledgeable professionals who can extract maximum value from crucial technology investments. We understand that having the right people with the expertise to navigate and utilise these investments is paramount to ensuring robust information security. With our MCS practice, we aim to bridge this gap by providing specialised talent and experience, empowering our customers to harness the full potential of their technology resources while fortifying their cybersecurity measures.

OUR APPROACH

Collaborating closely with our clients, we prioritise understanding their unique business context, needs, and challenges. This approach fosters a robust and trusting working relationship, allowing us to provide unwavering support in achieving secure and successful business outcomes.

Leveraging our deep expertise in technology and service management, we empower our clients to shift their focus away from the intricacies of technology and onto their core business priorities. With us as their partner, they can confidently navigate the cybersecurity landscape while dedicating more time and resources to driving their business forward.

THE RESULT

With our approach, our clients can optimise the value derived from their technology investments while fostering secure, resilient, and sustainable business growth and evolution.

We prioritise empowering organisations to harness the full potential of their technology resources, ensuring they remain fortified against cyber threats and able to adapt to changing circumstances with confidence.



BENEFITS OF OUTSOURCING

- ✓ Enhanced Security Posture
- ✓ Reduced Cyber Risk
- ✓ Proactive Risk Management
- ✓ Adaptability to Emerging Threats
- ✓ Access to Specialised Expertise
- ✓ Reduced Time to Respond
- ✓ Continuous Improvement
- ✓ Allows You To Focus On Core Business

MCS SERVICE INCLUSIONS

- ✓ Platform Management
- ✓ Troubleshooting and Remediation
- ✓ Reports / Dashboards / Alerts
- ✓ Business Hours Support
- ✓ Policy Management
- ✓ Incident Response Support
- ✓ Service Delivery Management
- ✓ 24x7 support (P1 and P2 incidents)

CORE COMPETENCIES

Our competencies underpin our ability to produce business security outcomes. This is how we achieve success for our customers.

TEAM AUGMENTATION

Information security, nor the technology that underpins it, cannot be managed in isolation. Our team believes in proactive engagement with our clients so that we effectively operate as an extension of their resources. This drives more valued outcomes and a much more effective working relationship.

TECHNOLOGY EXPERTISE

Our technology expertise is continuously honed through ongoing training and development. However, what sets us apart is our strong and close partnership with our technology vendors. This collaborative relationship allows us to stay at the forefront of technological advancements, ensuring that our clients benefit from the most innovative and effective solutions available.

SECURITY EXPERTISE

The MCS team are more than just good with tech. Together we have decades of experience in information security across multiple industry sectors, so we have a deep understanding of how the technologies we manage are best used and adapted to our clients' requirements. Far from just processing tickets, we can advise and guide on best (experience based) practices, to help solve client challenges as they arise.

SERVICE MANAGEMENT

Even the best technology is only as good as the team managing it and how they manage it. Our MCS practice operates under a formalised service management framework to ensure that all incidents and service requests are handled appropriately. In addition, we provide room for flexibility in what we do with a focus on continuous improvement, to ensure that we are in line with our clients' evolving needs.

CREDENTIALS AMONG OUR TEAM INCLUDE

Each member of our CSO team has a broad technical background with extensive experience in cybersecurity and information technology.

More specifically, our Managed Cyber Services practice is represented by a team of individuals with decades of information security experience combined. Their talents are complementary to one another to provide a well-rounded team that operates to support our clients in enabling secure business outcomes.

Each member of our team brings their own unique skills and experience to the table, ranging from consultancy and advisory, cyber incident response, service delivery, and service management. Credentials among our team include:

- ✓ Certified Information Systems Security Professional (CISSP)
- ✓ ITIL V3
- ✓ Numerous vendor certifications across our partner vendor products.

MCS SERVICES OVERVIEW

TECHNOLOGY MANAGEMENT

Your security investment is not just kept in a healthy state, CSO Group continually tune and enable functionality to support your businesses strategic objectives.

CISO REPORTING

Our point of difference is that we don't just provide you the graphs and statistics you can extract from your security investments. We identify trends and explore outliers and oddities, to provide you with reporting you can take to your board with confidence that you can answer your trickiest stakeholders' questions.

HEALTH CHECKS

We regularly undertake assessments to ensure your environment is effective and aligned with our good practices.

TECH REQUEST FULFILLMENT

We enable you to focus on engaging your business to develop policy and objectives, and we convert your business outcomes into technical configurations.

INCIDENT RESPONSE ASSISTANCE

We act as your hands and feet when it matters most. At your direction, we extract the reports, logs and data you need to make an informed decision. We then apply your quarantine actions and restrictions to respond to your given scenario.

PHISHING AWARENESS SERVICE

We work as an extension of your team to deliver a comprehensive security awareness program which exposes your staff to one of the most pertinent threats – but in a safe and nurturing way. We know your board will ask, so we have built-in measurement approaches which enable you to communicate awareness improvements and risk reduction.

CONTINUOUS IMPROVEMENT

DELIVERING ON THE JOURNEY TO ZERO TRUST

DEVICES

Device identification and trust adds context to access decisions. Robust, omnipresent protection, monitoring and response capabilities enable organisations to focus on their business.

NETWORK

The explosion of Cloud, IOT, technology and applications has transformed our networks. More than ever organisations need visibility into their networks to understand their environment and secure against malicious or risky behaviour.

DATA

Access to data is least privilege and granted based upon authorisation and context. Data is protected against theft and its use is monitored and controlled.

IDENTITY

Identity is the 21st century perimeter. Trustworthy and monitored identity enables appropriate access decisions and allows for inappropriate or anomalous use to be detected and managed.

OUR PASSION IS SOLVING BUSINESS PROBLEMS

Our passion is solving business problems and genuinely helping organisations do what they do best in a secure manner with appropriately managed risk. Each member of our team shares in this view and has earned a high reputation for excellence in client delivery. We take a pragmatic approach to enabling client outcomes and building strong internal and client relationships based on trust, active engagement, and quality delivery.

Each member of our team has a broad technical background with extensive experience in advising, designing, implementing and managing various technologies. This breadth of expertise provides us with the knowledge and understanding to assist clients across a business issue, end-to-end, inclusive of business outcomes, planning, processes, people, and technology.

SAFEGUARD

By partnering with our Cyber Assurance Practice you gain access to a team of experts with specialised knowledge in the latest security technologies, best practices, industry trends and threats. This cost-effective solution allows you to focus on your core competencies while ensuring monitoring and support for potential threats.

CSO DELIVERY MODEL

Single Point Accountability: CSO Group act as your single point of accountability across all security technologies.

Standard Processes: Delivered through the Managed Cyber Service, simplifying service delivery and engagement.

Shared Resources: Our cross-skilled resources share responsibility for technical and event management for thorough problem resolution.

Continuous Improvement: Our methodologies are tried and tested, with continuous improvement embedded at the core.

