IBM Security SOAR with MSSP

Delivering scale, visibility and automation for MSSPs

Managed Security Service Providers (MSSP) are looking to provide their customers with detection and response capabilities as part of a wider service offering. As the number of customers they support grows, and the security incidents they need to investigate increases, managed SIEM and managed detection and response (MDR) providers need to scale their approach to incident response to meet these demands. In order to continue to grow their business and better support existing customers, MSSPs need to scale and automate their response process to reduce the burden on their security analysts and deliver a more predictable level of service for their customers.

The IBM Security SOAR with MSSP solution has been designed to meet the specific requirements of Managed SIEM and MDR providers. The SOAR with MSSP solution gives security operations teams the ability to segment individual client data, playbooks and integrations into siloed, protected environments, all managed via a single IBM Security SOAR solution to ensure scalability. MSSP security teams are able to quickly and easily review the incident status across multiple clients using new dashboards, and to update response playbooks either across their entire customer base, or for an individual client.

IBM Security SOAR provides customers with case management, orchestration and automation, workflows and collaboration to help them to improve their security operations processes, reducing their

Highlights

- Delivers full multi-tenancy support and multi-tier management
- Provides security orchestration and automation at scale
- Segregates client data, integrations and configuration
- Allows analyst visibility of incidents across multiple clients

time to respond to security incidents by automating previously manual processes. SOAR solutions assist with a number of Security Operations Center (SOC) use cases, such as Incident Response and SIEM alert triage. IBM Security SOAR extends these benefits to systems integrators and service providers who are providing managed security services to their customers. By deploying IBM Security SOAR as part of their operational stack, MSSPs are able to address common SOC challenges while growing their business.

Meet service delivery commitments with flexibility and efficiency

MSSPs need to evolve their services to meet stringent customer service level agreements (SLA) and expectations despite the growth in the number and severity of the alerts they have to manage. They also share the industry-wide challenge of hiring and retaining skilled personnel to staff and maintain their security operations function. IBM Security SOAR with MSSP is designed to help meet these requirements by delivering the following main elements:

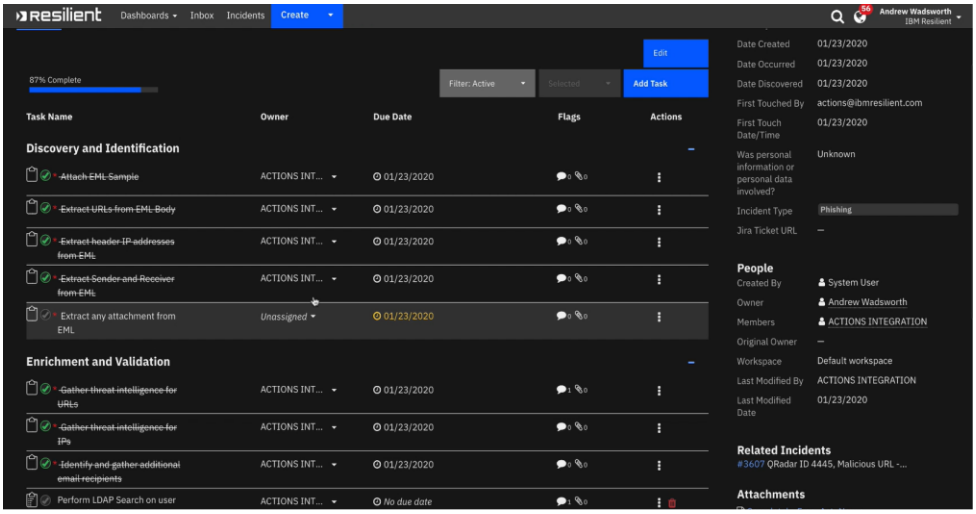
- Optimized MSSP deployment model – Clients are able to deploy IBM Security SOAR with MSSP as a single, scalable system with isolated tenants known as Child orgs. These Child orgs house client-specific configuration information, incident data and integrations, but are managed as part of a single instance, which provides significant scalability advantages by allowing a MSSP to grow their customer base without having to set up and provision additional systems.
- Global Dashboard – The Global Dashboard allows the MSSP analyst team to have visibility of incidents across multiple clients. This functionality allows analysts or SOC managers to quickly assess the current state of their entire customer base and drill down into a specific child org in order to work on an individual incident. Granular role-based access control (RBAC)

allows the administrator to configure the dashboard settings so that different analyst teams can only see incidents related to clients they are authorized to support.

- Configuration Manager – MSSPs need to be able to provide playbook updates across their entire customer base in order to react to emerging threats, as well as to be able to deliver bespoke client customizations. Configuration Manager provides the MSSP with this functionality. Playbook and rule updates are configured centrally and can then be pushed selectively, or to all clients as a global playbook update.
- Metrics and Reporting - MSSP security teams can track KPIs across the whole system or on a client by client basis. Relevant reporting information such as meantime to respond (MTTR) can be tracked and information can be shared with clients either by exporting it outside of the IBM Security SOAR solution or by the MSSP providing client access. All data managed by the IBM Security SOAR solution is tracked and time-stamped and can be used to create reports and dashboards.

Build a bridge to SOAR for end-to-end threat management

MSSPs looking to extend the value of the SOAR platform can build a bridge from their SOAR solution to the client's with the help of IBM Security Services. This seamless integration provides full visibility into incidents created by the MSSP or client as well as continuous synchronization of the incident as it progresses through the investigation, enrichment, and remediation stages. Managing all incidents from one console allows better communication and coordination to accelerate incident response.



List of tasks to be completed by incident response team in IBM Security SOAR

Conclusion

IBM Security SOAR with MSSP delivers the scalability, visibility and predictability that service providers need to help to grow their security business. Through the use of security orchestration and automation, MSSPs can reduce the manual burden around incident investigation and enrichment on their analysts, allowing them to manage greater volume while working more efficiently and ensuring customer expectations are met.

Why IBM?

IBM Security offers one of the most advanced and integrated portfolios of enterprise security products and services. The portfolio, supported by world-renowned IBM X-Force® research, provides security solutions to help organizations drive security into the fabric of their business so they can thrive in the face of uncertainty.

IBM operates one of the broadest and deepest security research, development and delivery organizations. Monitoring more than one trillion events per month in more than 130 countries, IBM holds over 3,000 security patents. To learn more, visit ibm.com/security.

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