

Case Study: TSG Incident Management – Security Operations Center (SOC)



THE SELECT GROUP
MANAGED SERVICES



TSG Offerings:

Infrastructure Services – Incident Management
Engagement Management of 22-person team



Technical Requirements:

Network Security Incident Management
Active Threat Analytics
Network Monitoring

Our client is a leading global provider of network infrastructure products, services and software across multiple technology domains.

Challenges

TSG took on full team ownership to align with corporate standards regarding contract tenure:

- Access to skilled resources with Network Security Skills
- Available for 24/7 client-facing support
- Streamline hiring process and improve onboarding process
- Maintain and up-level overall team talent (hiring, training, etc.)

Services

- Onsite management of resources and team performance
- Dedicated account management and recruiting resources to identify top talent
- Full integration into team management to ensure clear communication
- Project Schedule of milestones, talent tracking, issue/risks, etc.
- One-to-one counseling of resources to ensure top performance, as well as training and industry instruction, etc.
- Best practice development and process improvement recommendations

Solutions

- ✓ TSG provides a dedicated managed services team of expert personnel in specific roles such as:
 - ✓ Security Analysts (Tier 1 & 2)
 - ✓ Incident Engineers (Tier 1 & 2)
 - ✓ Change Engineers (Tier 3 & 4)
 - ✓ Security Investigators (Tier 3 & 4)
- ✓ The client awarded TSG full ownership of 22-person team.
- ✓ TSG continues to develop a pipeline of qualified team members to join the team as business continues to grow.