

Secureworks®

WHITE PAPER

Why Businesses Switch to Secureworks

Learn what makes Secureworks stand out in a crowded industry



With a multitude of options in a competitive and growing marketplace, switching security vendors can feel like a daunting task. But as the industry changes and the threat landscape evolves, the solutions and services your organization uses should be reevaluated to ensure you're taking a holistic approach to data protection.

Cybersecurity leaders are accountable to many stakeholders and as a result, seek many things in a partner. The Board's primary concern is to prevent a major breach, while analysts may be interested in tools that can help prevent them from alert fatigue and offer around-the-clock customer support. The C-suite may be interested in robust reporting, while the CISO may also want access to world-class threat intelligence. With all of these requirements, it can be challenging to find the right vendor to match your organization's needs. And with thousands of security providers marketing their services using similar buzzwords, it's difficult to identify meaningful differences during the research process. With so much at stake, what's the best path to take?

In this paper, we'll explore best practices to consider as you explore new vendor options, and we'll also reveal why more than 4,000 customers across over 50 countries have chosen Secureworks as their cybersecurity partner. We'll also provide you with important questions to ask that will help you make an informed and intelligent decision on how to cull through the various cybersecurity offerings, ultimately choosing the vendor that's best for your business.

Detecting the Advanced Threat

Despite best efforts, it's impossible to defend against every threat. A defensive posture alone is not enough to block all cyberattacks. In the always-on world where threat actors never sleep, continuous monitoring, and analytics-driven forensics are required.

In response to this challenge, Secureworks created Red Cloak™ Threat Detection and Response (TDR). Red Cloak TDR is a cloud-native application that uses machine and deep learning to analyze data from your environment and applies our advanced analytics and threat intelligence to alert you to suspicious activity that needs attention. Once an alert arises, investigation is simple and collaborative – you can communicate with your team in the platform, or if you want a second opinion, contact a Secureworks expert via chat 24/7. By investing in supervised machine learning and analytics, our team of highly trained cybersecurity and data science experts have successfully accelerated event detection, correlation, and contextualization. With Red Cloak TDR, you can identify threats more quickly and take the right action at the right time to reduce your risk.

Collective Threat Intelligence and the Network Effect

Collective intelligence uses analytics to identify the latest security threats to an organization, based on more than 20 years of threat data and what we observe in real-time in thousands of other environments. This approach rapidly discovers threats, vulnerabilities, and most importantly, creates countermeasures to quickly stop cybercriminals before they can access corporate data. Collective intelligence is gathered from a variety of sources, including open source communities, Collective

4,000

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24/7

chat support available with Secureworks experts.

Intelligence Frameworks (CIF), and industry-specific organizations such as Information Sharing and Analysis Centers (ISACs), combined with proprietary data.

In the case of Secureworks, collective intelligence is derived from its world-renowned Counter Threat Unit™ (CTU), which is comprised of leading security researchers with vast experience working for commercial, government, and military agencies and deep knowledge of the threat landscape. The CTU™ monitors global threat actor data and activity collected over more than two decades, gathered 24/7/365 across six international Security Operations Centers that process more than 310 billion security events each day. The aggregation and sharing of observations gathered from our 4,000+ diverse customer environments creates the Network Effect, which amplifies the power of our threat intelligence. This Network Effect supports all aspects of the Secureworks services portfolio. Threat intelligence is shared with our analysts, consultants, and incident responders to provide an ongoing and open feedback loop. This empowers all Secureworks teams, informed by real-time, real-world data, to provide better support during customer engagements.

4,000+

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Security on Your Terms

Whether you have the in-house resources to manage your security operation, or if your talent pool is lacking the right skills to fill that gap, finding a vendor who can meet you where you are is key to a successful partnership. Secureworks has a breadth of services – from consulting to adversarial testing, to fully managed services – to help you meet you wherever you are on your cybersecurity journey. Our Red Cloak TDR platform can be run independently by your security team. Or, if you don't have the staff to support its use, we offer a 24/7 fully managed service to help you scale your team's bandwidth and skill level.

Credibility

An organization's reputation in the industry can validate how well that company will protect your data. Validation in the form of publicly available case studies, as well as recognition by the industry, are two of the quickest ways to assess a cybersecurity company's credibility:



Case studies

Depth and breadth of case studies is one way to help move beyond what a cybersecurity vendor has to say about themselves. Case studies allow for the end-user of the product or solution show the successes they've had, providing real-life examples of a product doing what it says it will do.

To better understand the various approaches organizations are taking and how their security posture improved when they switched to Secureworks, visit our [case study compendium](#). Here you'll find a variety of success stories about how security issues were solved across various industries and practices ranging from mobile security and penetration testing to

intrusion prevention and managed services. See how Secureworks is working 24/7/365 on behalf of customers and successfully securing their data and find out how we could help you meet your cybersecurity goals.



Industry Recognition

Perhaps more important than what a cybersecurity company has to say about themselves is what the industry says about them.

Secureworks research is often cited in industry blogs and our experts are frequently called upon by media to provide insight on timely cybersecurity trends and events. Further, we've been recognized in reports by global industry analyst firms including Forrester's report on Managed Detection and Response¹ and Forrester's Wave for Managed Security Services Providers². Recently, Secureworks [participated in MITRE's ATT&CK Evaluation](#) to test its Red Cloak TDR software. Our cloud-native SaaS application rapidly and accurately detected the adversary in the first stage of many attacks and continued to deliver visibility and detections throughout 90% of the evaluated ATT&CK techniques.³



Unmatched Expertise

We're home to some of the top minds in the security industry. On our staff there are people with decades working for the military and national security and federal organizations where they were on the frontlines of cybersecurity threats and research. Many of our threat researchers and incident response consultants have been with us for over ten years, because they are free to focus on what matters in security without getting weighed down by non-critical tasks.

Why Companies Trust Secureworks

Secureworks takes a holistic approach to cybersecurity, one that incorporates people, processes, and technology. Armed with more than two decades of data, gathered from literally hundreds of billions of observed cyber events, our more than 4,000 customers in over 50 countries trust us to protect their organizations. If you're looking for a vendor that offers innovative tools, advanced analytics, customer support, unparalleled threat intelligence, and a wide breadth of experience in the industry, Secureworks is the right partner for you.

We're home to some of the best data scientists in the industry, who understand that AI only works when it creates paths to success that are futureproofed.

¹ Now Tech: Managed Detection And Response (MDR) Services, Q2 2018, Forrester Research, Inc., April 26, 2018

² The Forrester Wave™: Global Managed Security Services Providers, Q3 2020, Forrester Research, Inc., July 27, 2020

³ MITRE, [APT29 ATT&CK Evaluations](#)

Secureworks®

Secureworks® (NASDAQ: SCWX) is a leading global cybersecurity company that protects organizations in the digitally connected world.

We combine visibility from thousands of customers, aggregate and analyze data from any source, anywhere, to prevent security breaches, detect malicious activity in real time, respond rapidly, and predict emerging threats. We offer our customers a cyber-defense that is Collectively Smarter. Exponentially Safer.™

Corporate Headquarters

United States

1 Concourse Pkwy NE #500
Atlanta, GA 30328
+1 877 838 7947
www.secureworks.com

Europe & Middle East

France

8 avenue du Stade de France 93218
Saint Denis Cedex
+33 1 80 60 20 00

Germany

Main Airport Center,
Unterschweinstiege 10 60549
Frankfurt am Main Germany
069/9792-0

United Kingdom

One Creechurch Place,
1 Creechurch Ln
London EC3A 5AY
United Kingdom
+44(0)207 892 1000

1 Tanfield
Edinburgh EH3 5DA
United Kingdom
+44(0)131 260 3040

United Arab Emirates

Building 15, Dubai Internet City Dubai,
UAE PO Box 500111 00971 4 420
7000

Asia Pacific

Australia

Building 3, 14 Aquatic Drive Frenchs
Forest, Sydney NSW Australia 2086
1800 737 817

Japan

Solid Square East Tower 20F
580 Horikawa-cho, Saiwai-ku
Kawasaki, 212-8589
Japan
81-(44)556-4300
www.secureworks.jp