

How to Choose an MSSP

Why a Managed Security Services Provider?

With security threats becoming more and more prevalent, many organizations and businesses are choosing to partner with a Managed Security Services Provider (MSSP) as an extension of their security program. MSSPs provide security monitoring and management to help protect computing assets and data from potential security threats. MSSPs provide monitoring and management services for security devices and systems. Most MSSPs offer a range of services including log monitoring, log management, device management, vulnerability management and consulting services.

Benefits of an MSSP

Choosing an MSSP is a complex decision for any organization. The chosen MSSP will be a long-term partner for the organization, acting as an extension of the internal security team. This type of relationship with a security provider can deliver real benefits. The top benefits of partnering with an MSSP for threat detection and alerting, security log monitoring and log management include:

- Access to security expertise, research and threat intelligence.
- Highly-efficient processes and workflow automation to significantly improve time to remediation for security issues.
- Cost savings and scalability achieved by outsourcing time-consuming manual correlation and analysis.
- Cross-device correlation to improve security awareness and reduce risk.
- Established 24/7 Security Operations Centers (SOCs) to validate and send alerts on potential security threats.
- Improved threat intelligence.

Top Ten Criteria for Successfully Choosing an MSSP

- 1. Match Needs:** Establish expectations of the relationship. Consider the services and expertise required for the security program. Evaluate the strength of each vendor, choosing an MSSP that most closely matches the organization's needs.
- 2. Technology:** MSSPs rely on either proprietary or third-party technology to examine device logs. Consider service providers that have purpose-built technology for Managed Security Services (MSS) with advanced analytics designed to detect sophisticated threats. Validate how this technology automatically examines logs, detects threats and handles false positive results. Also verify how the resulting data is passed to qualified SOC analysts for human review.
- 3. Cost Efficient:** Cost is relevant when deciding between MSSPs. Choose an MSSP that is willing to provide a flexible solution to align with budget constraints or requirements. Choose a service level that aligns with the organization's security requirements, compliance needs and risk tolerance.
- 4. User Experience:** Consider an MSSP with a single interface for all monitored events and logs, with the ability to access raw logs, if needed. Look for a Web-based portal interface with granular user access for different departments to perform investigations, research logs and assist in troubleshooting.
- 5. Organizational Impact:** Select an MSSP that sets clear expectations about the client requirements. Roles and responsibilities for the MSSP and the client should be clearly spelled out.
- 6. Service and Relationship:** Customer service is an important aspect for a potential partnership with an MSSP. Having a single, dedicated point of contact for the duration of the contract allows the client to have an advocate for proper resource allocation, escalation and responsiveness.
- 7. Security Expertise:** MSSPs with personnel experienced, skilled and certified in the technologies proposed can better serve the security needs of the company. Make sure the MSSP has the expertise needed for the specific environment.
- 8. Architecture:** A tailored solution designed for a company can increase the overall IT security. Look for an MSSP willing to propose a solution based on specific company requirements. In addition to a personalized solution, consider a service provider who provides 24/7 security log monitoring and management for a variety of device types, including security appliances, network devices and endpoints.
- 9. Financial Stability:** A relationship with an MSSP will last for several years. Make sure to choose an MSSP that will continue to prosper financially. Look at the publicly-available financial records to see past fiscal years compared to current.
- 10. Experience Delivering Managed Security Services:** There are many newcomers to the MSS space. Older providers have gained years of experience, refining their technology and processes along the way.

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Next Step

After deciding on the specific MSSP criteria required, the next step is to find the best provider to fit individual needs. Many organizations create a Request for Proposal (RFP) to send to various MSSPs. The RFP document generally includes expectations of the services, project overview and objectives, instructions and timelines, requirements and various questions to help choose the best service provider. These documents can aid in this process:

- **How to Write an MSSP RFP (white paper):** discusses tips and suggestions for writing an RFP, poses several questions for the organization to address prior to the RFP process as well as provides a list of the top 25 RFP questions to ask an MSSP.
- **RFP/RFI Questions for Managed Security Services (template):** outlines how to write an RFP in more detail, and provides in-depth questions an organization can use to create an RFP document.

For your complimentary copy email us-info@nttsecurity.com.

A Partner You Can Trust

We don't believe that one size fits all. That's why we deliver a cybersecurity, risk management and compliance program that is as unique as your business. Our goal is to ensure that every organization develops the cyber resilience required to make the most of every business opportunity. We can provide the solution you need in the manner best suited to your specific situation and help you to avoid technical blind alleys, missed exits and roads that lead to nowhere.

The Full Security Life Cycle

NTT Security has created a Full Security Life Cycle model based on many years of providing efficient and effective security, risk and compliance services to organizations around the world. We provide the know-how and experience to plan for and optimize the architecture and deployment of services, ensure that they are managed and operated to deliver the key information needed, and are integrated into an overall response plan to make the results actionable. And we deliver these services using local resources that leverage our global capabilities.



The NTT Security Difference

We provide the necessary services across the entire information and communications technology (ICT) stack and throughout the Full Security Life Cycle. Our services portfolio covers every aspect of information security and risk management, from initial assessment through to strategic program planning, hands-on deployment and around-the-clock management and support. Service options include:

- Security Program Optimization and Enterprise Advisory
- Security Planning and Risk Assessment
- Risk and Compliance Management
- Security Solution Design and Integration
- Managed Security Services
- Cloud and Data Centre Services
- Threat Mitigation and Remediation Strategy
- Incident Response and Forensics

Get Started Today

See how NTT Security can help optimize security, improve efficiency and ease compliance. Contact NTT Security (US) today at us-info@nttsecurity.com or visit our website www.nttsecurity.com.

About NTT Security

NTT Security seamlessly delivers cyber resilience by enabling organizations to build high-performing and effective security and risk management programs, with controls that enable the increasingly connected world and digital economy to overcome constantly changing security challenges. Through the Full Security Life Cycle, we ensure that scarce resources are used effectively by providing the right mix of integrated consulting, managed, cloud, and hybrid services – delivered by local resources and leveraging our global capabilities. NTT Security is part of the NTT Group (Nippon Telegraph and Telephone Corporation), one of the largest information and communications technology (ICT) companies in the world. For more information, visit www.nttsecurity.com.