

About Bytes' Managed Security Services Powered by SecurityHQ

The right combination of tools, skills, people and processes are essential to proactively and effectively manage, detect and defend your environment from all malicious activity, both external and internal.



Which is why Bytes & SecurityHQ understand security inside out. We have more than 20 years of experience working with leading enterprises and countless user environments, across all sectors.

Insight: We know where gaps exist and how to fix them. Our consultants have worked for or in key vendors, service providers, value added resellers, system integrators, major consulting houses and law enforcement - so we have it covered.

Action Based: We know that what you need is a solution to the problem. We don't just conduct audits, assurance testing and expert analysis. We provide practical and flexible real-world solutions, virtual services and support, to help keep you secure.

Lets work in stages, aligned to your business requirements.

Achieving your goals doesn't have to be cumbersome. The key is to adopt an approach based on business need and maturity. Taking the right step at the right

We can help you decide the best approach. Here are examples of four areas you may wish to prioritise, depending on your scenario.

People

- Take ownership for

Process

Information

- Information classification, handling labelling and watermarking

Technology

- Advanced security controls including IAM

Key Differentiators

Top 4 Customer Challenges

BYTES | Smarter together





The Problem

Incident Response Capability

Security incidents do, and will, occur. Post detection, a rapid response is critical to contain and investigate rogue activity 24/7.

Bytes provides Incident Response playbooks, supported with our IBM Resilient SOAR platform & Certified Incident Handlers

Defend Unlimited Threats with a **Limited Budget**

Security Operations Centre detection tools, and the analysts used to drive them, are costly. Building a defensive SOC capability inhouse is beyond the budget of most organisations.

Our SOC services provide world-class tools and skills, at a fraction of the price it would cost to build a Security Operations Centre

The Solution

Risk Reporting & Business Security Intelligence

36% of breaches are the result of errors and/or misuse of systems. Risky assets, users and behaviour needs to be presented graphically and within a business context.

By visualising risky behaviour and misconfigurations, we target the threat at its source. Our customers receive detailed weekly reports with granular statistical analysis to illuminate risky behaviour, security posture issues and security incident metrics.

Complex & Evasive **Threat Detection**

Organisations struggle with the rapid identification of malicious behaviour. This identification requires a matured SIEM, with advanced correlation, anomaly and user behaviour analysis, together with continuous monitoring.

Bytes applies advanced correlation & machine learning to expose patterns of illicit behaviour. SOC immediately investigates the extent of an event, and its context, to derive a complete analysis with mitigation and risk quantification.



Extension of a Customers Team

Integrity & Transparency

Our code of ethics is fundamental, not only to our business success, but to the growth of all that we value. We place the power of our SOC team into the client's hands, providing complete visibility of their digital footprint, systems and processes, specific threats, and security posture.

Innovation

Cyber threats are increasing, both in terms of volume and sophistication. Which means that traditional approaches need to be re-evaluated. Bytes & SecurityHQ combine best-in-business technology, processes, and expert minds to provide advanced solutions to your security needs.

Incident Management Platform

Collaboration is critical for effective security operations. Our Incident Management & Analytics Platform provides a single pane of glass for incident workflows, SLA management, data visualisation and document repository.

Bespoke & Engineered

Every client is different. Your risks, industries, geolocations, regulatory requirements, and processes demand a bespoke response. We provide tailored services based on client's specific needs. Built from the foundation up, Bytes' team of expert engineers know exactly what is required for each and every event.

Company Credentials

Bytes' Credentials













SecurityHQs' Credentials

Crown Commercial Service Supplier











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Managed Detection & Response (MDR) & Managed SOC

Powered by SecurityHQ

Bytes' Managed Network Operations Centre (NOC) is an intelligent alerting service which predicts and prevents firewall issues, drastically reduces system downtime, and its associated business costs.



Unparalleled threat visibility



Real time threat detection 24/7



Powerful Technology



Data agnostic threat entire estate ranging from Systems.

How it Works

The Managed NOC Service combines both human insights and analysis, and tailored network KPI activity tracking to the standard up/down system alerts. With Managed NOC, customers pay the the added benefit of bespoke network performance tracking and

By tracking common outage predictors, Managed NOC helps customers rapidly identify issues, sometimes months before an Managed NOC continually observes.

Imagine your Firewall stopped passing traffic, but your basic running. With Managed NOC, you are alerted the moment traffic is blocked with engineer advice at the ready.

Benefits

- · Maximise uptime & firewall performance.
- · Receive early warning of issues to prevent outages.
- · Spot abnormal patterns over time.
- · Aid capacity planning for business growth.
- · Zero CAPEX and training costs.

cost of our out-of-the-box automated outage reporting and receive expert human analysis behind alerts.

incident. This is down to the wide variety of unique trigger points that

monitoring has not alerted you, and the firewall is still up and

- · Reduce fault resolution times.



ıdividual priorities



alerting



Alerts backed by human analysis



Early warning



Firewall behaviour is learned.



Variety of firewall and system KPIs



Alerting who

Powered by real-time log analytics, with security orchestration automation & response tooling, Bytes' MDR and Managed SOC service rapidly identifies & limits the impact of security threats.



Threat detection 24/7 monitoring & anomalies & policy



Incident management & analytics platform



SIEM technology



SLA management

15-minute response for critical incidents, with real-time SLA dashboards.

How it Works

Cybercrime is evolving, which means issues with solutions, including people, processes & technology, are prominent. Bytes provides round-the-clock monitoring to detect, investigate, notify & respond to incidents & potential threats.

Market leading technology. We use IBM QRadar to power our Threat Analytics & Correlation Engine. The scale & sophistication of QRadar is second to none.

24/7 threat monitoring. We support incident response using playbooks driven by advanced orchestration & automation systems (IBM Resilient). This process rapidly contextualises incidents with enriched data, orchestrates response workflows, & automates threat containment.

Benefits

- 24/7 detection of threats powered by real-time analytics & IBM
- 24/7 incident response supported by GIAC Certified Incident Handlers (GCIH).
- · Advanced correlation & ML to detect complex threats.
- · Incident containment & triage. Contain threats via incident playbooks & SOAR platform.
- Automate containment response to block threats. Cloud Native: Azure, AWS, Office365, Oracle Cloud & more.

Service Overview

01. Data Collection

- SyslogCloud API
- Agentless WindowsApps & Database

08. Log Management

Secure log storage (1 yr)

02. Data Processing

- QRadar SIEM analyses & correlates data
- Contextualise Intelligence



07. Threat

- Mitigating risk with automatic containment • ISO 27001, PCI DSS, GDPR, NIST Compliance reporting Block malicious IPs
 - Suspend roque users
 - · Isolate infected machines

06. Incident Management & Analytics Platform

03. Advanced Analytics

• Anomaly + behavior algorithms

- Efficient incident management platform

04. Analyse Detect & Respond

- 250 + SOC analysts detect, investigate & respond to anomalous activity
- 24/7 detection & response · Eliminates false positives







- Data driven documents created using BI tooling
- Rich analytical reports to identify risk and enhance posture

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Bytes' Managed Firewalls & IPS Service, powered by SecurityHQ, provides businesses with the vital skills and knowledge to fully manage and maximise their existing technology, whilst keeping up with the sophistication of rising cyber threats.



Next generation

Bytes' managed multi-layered stateful FW/IPS including DDoS protection, IPS, sandboxing, VPN remote



Specialist skills

Your team is alread\



24/7 management



Round the clock support

24/7/365 support from SecurityHQ's award-winning global SOC, operated by exper engineers. ISO 27001, Cyber Essentials and Crown Commercial Service Supplier accredited. ISO 9000/27001 and ITIL certified processes.

The Challenge

Modern firewall management is resource-intensive and requires a high-level of expertise. Traffic must be monitored continuously to detect & respond to threats. Devices must be provisioned, deployed, upgraded, and patched to defend against the latest threats. Policies and configurations must be updated to ensure controls work in multiple environments. If not continually and correctly monitored, networks and data are left vulnerable to attack.

The Solution

Our certified, skilled, and experienced engineers will free IT from the burden of implementing, monitoring, and maintaining their firewall & intrusion prevention system and ensure the optimal performance of your network infrastructure, with 24/7 firewall administration, rule base management, firewall maintenance, backup, and recovery. The Bytes Managed IPS Service will address issues with false positives and the need for daily signatures, while ensuring that your IPS is always up to date

Benefits

- · Reduce complexity and streamline processes with complete resource management.
- · Enhance reputation by minimising breaches, & safeguarding
- · Address internal skill shortages & staff costs
- · Optimise security policies.
- Reduce attack surface for mitigation of cyber threats.

Our certified, skilled and experienced engineers provide the following services:







Backup &



Firewall



Policy &



Patch



Performance &



Device Deployment

The demand for advanced endpoint security solutions, coupled with skilled analysts to proactively detect and respond to those risks has grown. Bytes Managed Endpoint Protection (EPP) and Endpoint Detection & Response (EDR) service leverages the power of SecurityHQs' 24/7 SOC, together with your choice of enterprise EPP/EDR tooling.



Easily integrated

Our services are simple to deploy & easy to integrate within your



Incident management & analytics platform

For dashboarding, SLA management, ticketing & customer ITSM



Rapid response & smart automation



Precise. action-oriented &

flexible reporting Risk based & patch prioritised time, with weekly & monthly reports.

The Challenge

Endpoint security has evolved from traditional antivirus, to comprehensive protection, which includes behavioural detection and attack surface reduction tooling, providing protection from sophisticated malware and evolving zero-day threats. To maximise protection, expert analyst skills are required to ensure that the endpoint attack surface is secured, and that threats are monitored, detected, and mitigated.

Many organisations lack the skills, resources or time to operate, maintain and monitor their EPP/EDR solution, which is why we provide a service wrapper to support our customers' endpoint security, 24/7.

The Solution

We provide the proactive management, to reduce vulnerabilities and the attack surface, and apply security policies with 24/7 monitoring to detect and respond to threats.

Benefits

- · Gain control. Endpoints and users are the new perimeter. Take control of the risk.
- · Proactive management. Reduce vulnerabilities, close attack surface, and reduce endpoint risk.
- 24/7 detection & response. Cyber wars need a cyber army.
- · Powered by your enterprise, market leading endpoint security tools.
- Reduce costs. Managed Service means no hiring or staffing headaches.

Our Managed EPP/EDR provides a service wrapper to market leading endpoint tools which deliver:



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Empower your Managed Microsoft Sentinel with SecurityHQs' 24/7 Security Operations Centre (SOC). Managed Microsoft Sentinel SIEM tool, together with SecurityHQ skills, analytics, and security orchestration, delivers the highest degree of threat detection and incident response.



Managed Microsoft Sentinel platform as a service monitoring

Monitor malicious activity from Azure PaaS systems (IIS, SQL, Defender ATP & Azure WAF platforms).



Managed Microsoft Sentinel infrastructure as a service monitoring

Correlate suspicious ost activity for server of application hosts in Azure laaS.



User risk monitoring

Detect malicious activity & risky user behaviour that is derived from the log analysis.



Precise, action-oriented & flexible reporting

Risk based & patch prioritised time, with weekly & monthly reports.

How it Works

From users, to apps and devices, to servers on any cloud, see and stop threats before the damage is done. Be it data theft,ransomware, fraud or information governance issues, all organisations have their own security risks. Managed Microsoft Sentinel is the industry-leading solution for businesses to protect against all forms of cyber threats and attacks. Bytes work as an addition to your team, by running Managed Microsoft Sentinel as a service. Our security engineers are experts in advanced analytics and threat hunting, detection, and response, and operate out of Security Operations Centres (SOCs) located around the world, every minute of every day, to ensure maximum security.

Benefits

- 24/7 detection & response. Collect data at cloud scale.
- Identify previously undiscovered threats. Use analytics to minimise false positives.
- Respond to incidents rapidly with built-in orchestration and automation of common tasks.
- Identify anomalous and malicious patterns with automated recovery systems.

Service Overview



Bytes' Digital Risk & Threat Monitoring identifies attacks, breached corporate material, credentials, intellectual property and brand infringement by harvesting data available on the surface, deep & dark web.



Fast-track investigations

Based on indexing customer URLs, domains, VIPs, IPs & assets.



Direct threat

Focus on threats that are specific to your industry & business.



Incident management & analytics platform

For dashboarding, SLA management, ticketing & customer ITSM integration analysis.



Instant visibility

Achieve immediate transparency of all your systems & processes.

How it Works

Coverage - Using Digital Shadows' pioneering technology, customer specific threat intelligence is gathered by examining over 100,000,000 domains, including TOR, I2P, forums, social sites, paste sites, IRC traffic, cloud-based file sharing sites and other points of compromise across a multi-lingual and global environment.

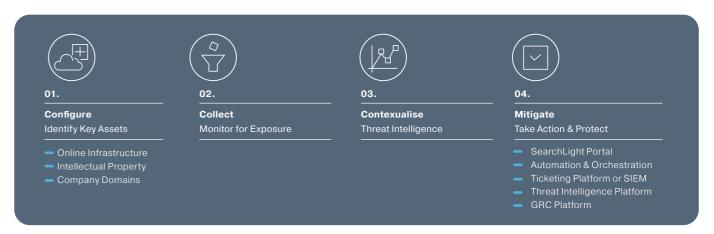
Relevance - Our team analyses the data to identify relevant threat actors & vectors targeting your organisation, correlate your vulnerable data with attack methodologies and understand your digital footprint from your attacker's view. In short, we make the data relevant and actionable!

Take Down - Where possible, content which violates your identity is acted upon with a 'Take Down' of the content or site.

Benefits

- 24/7 monitoring of your digital footprint.
- Identify threats: Credentials, breach indicators and IOC detection to neutralise the threat.
- Protect your brand by pursuing direct attacks to specific sectors and utilise campaign tracking.
- VIP Targeting: Your VIPs' will be targeted. Monitor exploits against them.
- Actionable intelligence: Measure and track your company's digital risk and attack surface at any time.

Monitor Surface, Deep & Dark Web





Bytes' fully managed Vulnerability Management Service helps businesses protect the integrity of their applications and data by proactively identifying potential attack vectors in their environment by providing visibility into potential exposure areas within a distributed network.



Customisabl reporting

Focus on the status of vulnerabilities within your enterprise, including measures, activities, & service summaries.



Accredited & assured

9000/20000/27001
certified processes. Our analysts have CISSP, CCNS, CompTIA, ITIL V3
COBIT 5.0 certifications.



Single pane of glass dashboard

Comprehensive overview of the vulnerabilities within your network, broken down by severity & current scan results.



Prioritisation & assignment

displays the severity of identified vulnerabilities, their impact & relationship to business criticality.

How it Works

The service may be delivered as either an external or internal solution. When both scanning types are combined, clients are able to differentiate between which vulnerabilities are from the outside, the inside or from both locations.

Internal scanning allows the client to assess the state of vulnerabilities within their enterprise. A large percentage of network-based attacks originate unknowingly from inside a protected or private network.

External scanning presents the hacker's eye view of the network perimeter and highlights open risk exposures. External scans identify and assess only devices with routable IP addresses. Scans are scheduled by the SOC and launched from our Secure Data Centre environment. External scans do not require setup, or hardware/software investment. External scanning is delivered based on the number of IPs and the frequency of scanning.

Benefits

- Complete visibility of known and unknown assets residing on your network.
- Remediate discovered vulnerabilities in your environment.
- Prioritise and assess discovered assets.
- Receive detailed reporting, including recommendations for remediating discovered vulnerabilities.
- Verify and re-scan to confirm remediated vulnerabilities that have been correctly patched.
- Receive round the clock support from experienced and dedicated Security Engineers.

Stay Ahead of Attackers



Accurate Scanning

Non-invasive,
intelligence-gathering
scanning system
smulates techniques used
by attackers, as they
build upon knowledge
from prior exploits



Information Monitoring

Generate reports, submit & view vulnerability exceptions, perform on-demand scans & quickly gain insight into risks across your environmen



Risk Prioritisation

With automated asset classification & risk prioritisation, assess & lanage risks more effectively



Expert Support

Let our team of security experts respond to & remediate identifiable vulnerabilities. Bytes' Managed Defender for Endpoint leverages our expertise and skill within our 24/7 global Security Operations Centres, combining that with the threat prevention and detection power of Microsoft Defender, to provide the highest level of Endpoint security.



Rapid Response & Smart Automation

Automation of IR activities, repetitive processes, increased accuracy, and shortened recovery time.



Access to Global SOC &

Enriched threat into gence with an all-enpassing world view t global SOC and La



Weekly Meetings

Get the complete picture from our certified analysts, incidents and recommend security posture enhancements.



Continuous

Governance Model
Embed a continuous
governance model to
ensure improvement.

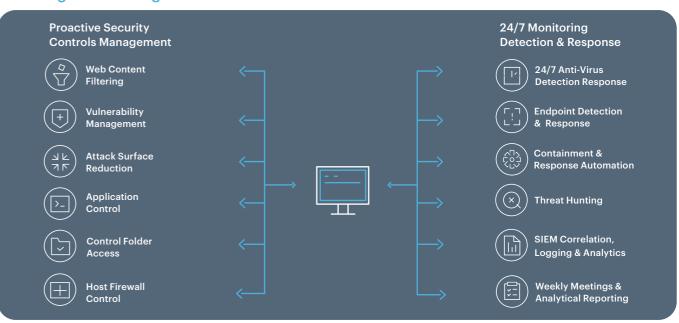
How it Works

Many organisations already have entitlements to Microsoft Defender for Endpoints and simply lack the skills, resources, or time to operate, maintain and monitor the tooling internally. Which is why Bytes' Managed Defender for Endpoint provides not only the proactive management to reduce vulnerabilities and the attack surface but also applies needed security policies with 24/7 monitoring to ensure that you are always on top - detecting and responding to threats promptly.

Benefits

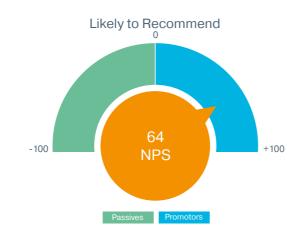
- Gain Control. Endpoints and users are the new perimeter. Take control of the risk.
- Proactive Management. Reduce vulnerabilities, close attack surface, and reduce Endpoint risk.
- Full end-to-end operational management of MS Defender.

Our Managed Defender for Endpoint service enhances customers' Endpoint security by delivering the following:





How likely is it that you would recommend Bytes Managed Security Services to a friend or colleague?



"The customer-focused, technically astute benefit of the Bytes Managed Security Services experience in implementing a large scale, complex 24x7 security operations such as ours is immeasurable. The team just gets it"

- Mary Kotch, Group CIO/CISO, Aspen Insurance

"To handle threats effectively, Incident management platform consolidates threat intelligence, security analysts, analytics, alerts and response"

"I am confident that Bytes Managed Security Services will have the most comprehensive, secure services in the market."

- Matt Vassallo, Deputy Group CISO, Aspen Insurance

"We are particularly happy with their tailored approach to our security requirements and the way they rapidly adapt to the ever-changing threat landscape."

- Gurdip Kundi , Operations Director/Infrastructure Manager, Foxtons

Overall, how satisfied or dissatisfied are you with Bytes Managed Security Services?

Feedback

"Your services are top-notch!!"

- Global ClO, Insurance



How would you rate the quality of the service?

Feedback

"Great service I am overall happy with your service."

- CISO, Information Technology



How satisfied are you with your designated Service Manager, their responsiveness and overall relationship management?

Feedback

"Our experience has been great. We have had and continue to have a great working relationship with all staff."

- Project manager, Computer Software







Luke Kiernan

Head of Security Alliances, Bytes Software Services

"Bytes have been supporting businesses in Cyber Security for 20+ years and our resilient partnership with SecurityHQ takes our managed security service offering to greater strengths. SecurityHQ are a global MSSP that monitors networks 24/7/365, to ensure complete visibility and protection against customers cyber threats. With decades of experience, over 250 'eyes on' security analysts, working across 6+ SOCs, coupled with the precise combination of tools, skills, people and processes to ensure detection and response is met with high standards. Together our goal is to be a powerful extension of a business's security arsenal, enabling them to meet extensive threats without spiralling resource needs or management complexity. We offer an extensive range of services from Managed SOC, NOC, EDR, Threat Intel, Vulnerability Management and more."



Steve Marshall

Group CISO and Head of Cyber Consulting, Bytes Software Services

"As technology gets smarter and more automated, we have to rely on multiple solutions to secure it and multiple sources to view the threats to it. This creates pressures on organisations in terms of managing costs and spiralling complexity. Misconfiguration and human error sits at the heart of many successful breaches, and from the work we do with our customers, it is evident that most companies suffer a breach due to the failure of a single security control; a missing patch, a compromised set of credentials, AV not picking up some malware.

Attackers only ever get better and can and do use businesses own tools and solutions against them. The internal overlay required to provide vigilance is only growing and even now is out of the reach of many organisations. Gone are the days of the 'if' or the 'when' of a security incident, we now live in an age of 'how bad', and 'how can I manage the optics of the situation'. Therefore, the key differentiator today is visibility and the time to respond. This requires insight and expertise, 24/7/365, delivered by specialists. Which is why Bytes' diverse range of managed security services are so vital in today's environment."



Feras Tappuni CEO, SecurityHQ

"Both companies, SecurityHQ and Bytes, have taken the time to get a deep understanding of the Managed Security Services offerings for their clients. This is not a new relationship; this is a relationship that has been developed over time and with hundreds of hours of time invested. The growing client list is testament to the work that our teams put in, even more so, the renewal rate shows you the satisfaction level of the clients".



Chris Cheyne

SOC Director and CTO, SecurityHQ

"Bytes team have a deep understanding of their customers security demands and the best practices required to resolve their challenges. It's why their customers trust them, and it's also why our Managed Security Services are a perfect fit for Bytes' service portfolio."

Bytes Managed Security Services

Bytes is a leading provider of world-class IT solutions. Our portfolio of services includes cloud, security, end-user computing, datacentre, data management, licensing, asset management, storage, virtualisation, training, deployment and managed services.

We work with SME's, corporates and public sector organisations to modernise and digitally transform their IT infrastructures. Established in 1982, Bytes has grown rapidly and now employs over 450 people across 5 locations in the UK and Ireland. Our turnover in FY 2019 was in excess of £520M. Thanks to our passionate people and close vendor partnerships, we've helped hundreds of top brands transform, grow and adapt to the changing technology landscape.

Reasons to partner with Bytes:

- · Microsoft's No.1 UK Partner
- Top 3 supplier to the NHS and approved for 30+ Public Sector buying frameworks
- 20+ years experience within our Specialist Security Division
- Top accreditations with 100+ technology partners
- 1,000+ vendor solutions sold per year
- · 3,500+ customers 93% rate service good/excellent & 96% would recommend us
- Sunday Times 100 Best Companies to Work For 2020

Learn how we can help you, visit www.bytes.co.uk

Discover More!

Get in touch on:

- +44 1372 418500
- or Tellmemore@bytes.co.uk

Alternatively find us at https://www.bytes.co.uk/security/managed-security-services

SecurityHQ

SecurityHQ prides itself on its global reputation as an advanced Managed Security Service Provider, delivering superior engineering-led solutions to clients around the world. By combining dedicated security experts, cutting-edge technology and processes, clients receive an enterprise grade experience that ensures that all IT virtual assets, cloud, and traditional infrastructures, are protected.

