

# Helped a UAE based partner give an MDR upgrade to its customer

## Outcomes Delivered

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- ✓ Improved visibility by 40%
- ✓ Cut down time to detect by half – 40 minutes
- ✓ Automated compliance for 100+ requirements
- ✓ Cost savings - \$100000+

## SharkStriker Solutions

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MDR Services

## USE CASES

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1. 360 degree management & monitoring of security stack
2. Compliance achievement

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## Challenge

To mitigate the costs of managing security stack while adhering to compliance requirements

As an upcoming service provider in the ERP, digital transformation and custom development solutions in the technology space, it was critical for our partner's client to ensure security of their information assets while demonstrating commitment towards security and compliance.

For this purpose, they subscribed to Malwarebytes MDR service which did a decent job at managing their security. However, as the company grew it became more and more expensive with more endpoints, networks and components.

The company also faced an increased challenge in keeping up with as the service offered them limited coverage of compliance requirements by UAE's cybersecurity regulations including the NESA's NIAF (National Information Assurance Framework).

The compliance framework necessitated the company to adhere to cybersecurity requirements, including threat detection, response, vulnerability & risk management, and incident management.

Due to the above challenges, they were seeking a new security vendor that can help them address their cybersecurity and compliance goals.

- ✔ An MDR service was turning out to be more expensive as the company grew in terms of assets, people, infrastructure etc.
- ✔ Despite having a leading company behind cybersecurity, they were struggling with visibility of status of their cybersecurity health
- ✔ They had limited idea of their security operations with limited insights on security posture
- ✔ The service offered them limited coverage of compliance

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## ERP, digital transformation and custom software development services

### About the organization

Our partner's client was a Dubai-based software solutions provider with expertise in Enterprise Resource Planning and other digital transformation solutions. Through custom solutions, it has built a reputation for its services and solutions.

With more than 14 years in the technology space, they have enabled and supported clients in business growth. They have worked with them to help them address their unique business needs and goals with the designing and implementation of customized solutions to improve efficiency and production. Some of the primary industries that they service include Oil and Gas companies in Dubai, South Korea, Italy, the USA, and India.

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## Solution

The company was in immediate need of an upgrade in service that accommodated growth without sacrificing cybersecurity and compliance goals. They were looking for deeper visibility of cybersecurity health with insights that could help make cybersecurity decisions without delays. The changing UAE information security and cybersecurity standards was a challenge that the company wanted to immediately address. Through our white-labeled MDR services our partner was able to fulfill all of this.

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## Outcome specific stats

**80%** Reduction in threat detection

**70%** reduction in false positives

**200** hours saved in investigation

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## Results

### Discovery of cybersecurity and compliance risks

The organization was able to gain a complete picture of the various vulnerabilities, security risks, and compliance gaps that it was exposed to along with details such as severity and the impact of vulnerabilities. With a detailed set of security recommendations, the organization treated all the hidden risks and vulnerabilities missed by scanners.

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### Mitigated costs of management with pricing model

Our white-labeled managed services offered a pay-as-you-grow asset-based pricing model that provided the partner's customer with the flexibility to grow in terms of assets, network, cloud, endpoints, etc. It allowed them to focus on business growth without having to worry about the high cost of MDR services.

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### Adherence to cybersecurity compliance requirements

One of the primary challenges that worried our partner's customer was the changing UAE cybersecurity requirements. Since the previously subscribed service did not provide much scope of compliance achievement, the organization faced an immediate risk of non-compliance. Our white-labeled SOC team offered them the dual expertise that they needed in cybersecurity and compliance to keep up with the changing cybersecurity regulatory requirements. Additionally, our white-labeled security platform offered them with automated compliance features that eased adherence to compliance.

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## Results

"By becoming a SharkStriker partner, we were able to get the support we needed to smoothly transition to MSSP! We were able to offer dual expertise to our UAE based customer all through a powerful and capable security platform that is customizable as per our brand! Their team is super friendly and are always up for help. I highly recommend them if you are looking to venture into cybersecurity space."

- CEO, IBTEVOLVE

**70%** reduction in time spent to investigate.

**90%** reduction in fatigue due to events generated from customized playbooks

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