

# CRITICALSTART® Security Services for SIEM

Reduce risk acceptance, resolve every alert, and maximize your SIEM investment.

## KEY BENEFITS

- ✓ Contractual Service Level Agreements (**SLAs**) of 10-minute notifications for Critical alerts and 60-minute or less Mean Time to Resolution (**MTTR**) for ALL alerts, regardless of priority
- ✓ **24x7x365** detection and investigation through our MDR service and visibility via **MOBILESOC®**
- ✓ **NIST CSF** maturity and **MITRE ATT&CK® Framework** coverage
- ✓ Provable metrics, peer benchmarking, and best practices for risk insights
- ✓ Reduce Total Cost of Ownership (**TCO**), increase Return on Investment (**ROI**), and improve team productivity
- ✓ Regular reviews of log prioritization and configuration
- ✓ SIEM log and health audits (connectivity issues and Zero Log Ingest Alerts)
- ✓ Optimize SIEM configuration and management with quarterly performance, availability, and capacity monitoring (includes Ingest Cost Analysis\*)

## Eliminate SIEM complexity and reduce risk

Alert overload leads to missed threats, business disruption, and an inability to maximize Security Information and Event Management (**SIEM**) investments. Yet deploying and managing a SIEM requires dedicated expertise and can create significant complexity, resulting in more alerts than your team can handle and hindering threat detection and response if not correctly configured.

**Critical Start Security Services for SIEM** optimizes environments for threat detection and accelerated response by streamlining operations, identifying coverage gaps, and ensuring security-relevant logs are prioritized and properly ingested.

## How it works: Your MDR is only as good as the security signals it receives

We provide Managed Detection and Response (**MDR**) for SIEM and Managed SIEM as one service for a comprehensive approach to SIEM hygiene and cybersecurity defense. Our experts regularly assess your SIEM environment for gaps in relevant data sources, custom detections, and response workflows. To facilitate this process, we offer the **Critical Start Service Appliance**, our turnkey log forwarding solution that enables smoother and more efficient transfer of logs between data sources and SIEMs. We work with you quarterly to identify and resolve potential visibility gaps to maintain recommended threat detection coverage, ensuring your MDR is receiving the expected security signals to keep your organization safe.

Advanced analytics suppress false positives, enabling your team to focus on priority incidents. Our **24x7x365** Security Operations Center (**SOC**) analysts accelerate response to validated threats by providing expert, on-the-go guidance via our **MOBILESOC®** app and recommending **MITRE ATT&CK®**-based mitigations to prevent recurrence.

Customizable dashboards and transparent reporting provide visibility into activity trends, system health, team productivity, and compliance. By integrating leading SIEM platforms like **Microsoft® Sentinel**, **Splunk Cloud™**, **Splunk ES**, and **Sumo Logic®** with our purpose-built Trusted Behavior Registry® (**TBR®**), our proprietary **Cyber Operations Risk & Response™ platform**, and human-driven MDR, Critical Start reduces complexity and risk while maximizing the value of your security resources. (Fig 1)



Security Maturity & Cost Optimization

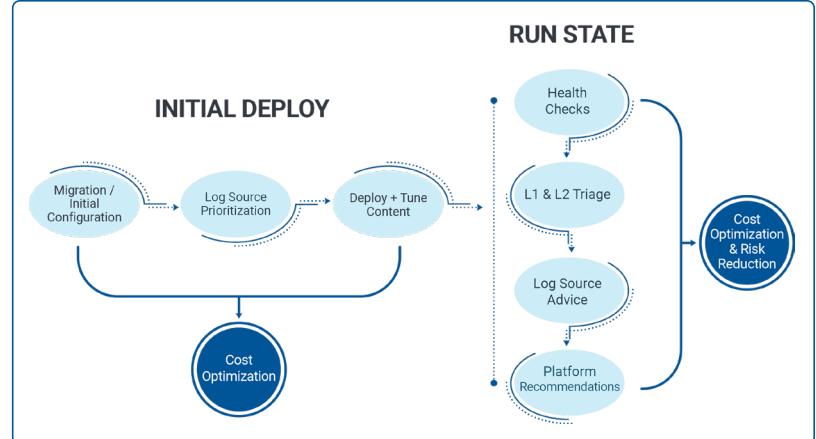
(Fig 1) The most cost-effective way to stop business disruption

### Reduce complexity, increase visibility

The SIEM expertise needed to prioritize log sources for the best threat-centric outcomes is hard to come by. We augment your security team with seasoned experts available to adjust your SIEM as your needs change, ensuring you always have the most comprehensive compliance and threat detection coverage.

We prioritize data into three tiers based on **MITRE ATT&CK® Framework** coverage and what we have observed with other customers to protect you against the latest attacker Techniques, Tactics, and Procedures (**TTPs**). Then, we use **MITRE ATT&CK® Mitigations Recommendations** to prevent attacks that have already occurred from happening again.

We continue to help you minimize costs and maximize the value of your investment by performing **Quarterly Service Reviews**, health checks, and resolution of visibility gaps to ensure your SIEM is always correctly configured and optimized. (Fig 2)



(Fig 2) Your entire SIEM program with Critical Start



(Fig 3) Custom dashboards for provable ROI

### Key Features of Critical Start Security Services for SIEM:

- Threat monitoring and investigation
- Guided response recommendations
- First- and third-party remediation actions
- Identification and resolution of overlooked SIEM log sources
- MITRE ATT&CK® Mitigations Recommendations

- Optimization reviews (includes Ingest Cost Analysis\*)
- Log and health monitoring (includes Zero-Log Ingest Alerts)
- Proprietary detections and IOCs
- Operationalized threat intelligence

\*Microsoft Sentinel customers receive an ingest cost analysis to analyze billing vs. ingest for specific data sources based on security products and licenses.

### Critical Start Security Services for SIEM

**Critical Start Security Services for SIEM** deliver cost-effective and comprehensive threat detection and response services and optimize the performance of leading SIEM platforms by reducing complexity and resolving every threat alert. Consider partnering with Critical Start to secure your business from the ever-evolving threat landscape by advancing, scaling, and maturing your cybersecurity capabilities over time.

[Click here to contact us for more information about Critical Start Security Services for SIEM](#)