



CUSTOMER SUCCESS STORY

Darling Consulting Group Built Full-Spectrum Cyber Visibility with the Deepwatch Guardian MDR Platform™

“Partnering with Deepwatch gave us a level of visibility we never had before, visibility that extends beyond endpoints and directly translates into reduced risk.”

— David Gonsalves, CISO, Managing Director of Information Security and Risk Management, Darling Consulting Group

CHALLENGE

Managing Risk Without a 24/7/365 Security Operation

Prior to Deepwatch, DCG relied on traditional endpoint protection and internal controls. However, they lacked a holistic managed detection and response capability, leaving potential blind spots.

For a lean IT and security team, maintaining around-the-clock vigilance simply was challenging. “We didn’t have a holistic MDR solution before Deepwatch,” said Gonsalves. “We have strong endpoint tools, but not a holistic view of the environment. We were missing that single pane of glass and the intelligence behind it.”

DCG needed an approach that extended their team, improved situational awareness, and provided tangible insight into their risk posture without requiring additional staff.

SOLUTION

Partnership That Scales Security Without Headcount

Deepwatch provided DCG with a fully managed detection and response service designed to integrate seamlessly with their existing tools and workflows.

Through continuous monitoring, correlation across multiple data sources, and high-fidelity alerting, Deepwatch delivered actionable intelligence rather than noise.

The Deepwatch Security Index and MITRE ATT&CK-based coverage reporting allowed DCG to track measurable progress in detection capability over time, giving executives confidence that their security maturity was advancing in a quantifiable way.

DCG also launched a proof of value (POV) for Dark Web Monitoring with Deepwatch, expanding their proactive defense strategy to include monitoring for exposed credentials and potential domain risks. This effort reflects their forward-thinking approach, validating where future risks may emerge before they impact operations.

“The headcount savings are enormous, Deepwatch allows us to operate like an enterprise security team without hiring one.”

— David Gonsalves, CISO, Managing Director of Information Security and Risk Management, Darling Consulting Group

ENTERPRISE DETAILS

Industry: Financial services / Banking advisory

Services: Managed Detection and Response (MDR), Vulnerability Management (VM), Dark Web Monitoring (POV in progress)



OVERVIEW

Securing the Foundation of Financial Confidence

For more than four decades, Darling Consulting Group (DCG) has guided community banks nationwide through balance sheet management and risk strategy. The firm's business is built on trust, its reputation depends on data integrity, operational continuity, and proactive risk mitigation.

As its digital footprint expanded, the company's security team, led by David Gonsalves, CISO and Managing Director of Information Security and Risk Management, recognized the need for a modern, proactive security operations program that could provide continuous monitoring, incident response, and the ability to demonstrate measurable security improvement. Their goal was clear: achieve unified threat visibility, reduce noise, and prove measurable improvements in detection maturity, without adding headcount.

When Deepwatch entered the picture, it wasn't just about technology, it was about partnership and operational maturity.

CUSTOMER TESTIMONIAL

“Deepwatch has become an extension of our security team. The partnership gives us both visibility and confidence, two things you can't put a price on.”

— David Gonsalves, CISO, Managing Director of Information Security and Risk Management, Darling Consulting Group



CYBER OUTCOMES

Reducing Risk, Increasing Confidence

Since partnering with Deepwatch, DCG has achieved an estimated 20% reduction in overall risk exposure, according to internal assessments of their detection and response program.

The firm now benefits from:

- **Full-spectrum visibility** across endpoints, cloud, identity, and network telemetry.
- **True partnership** as Deepwatch analysts act as an extension of DCGs security team.
- **Improved decision-making** through executive-level reporting that translates technical metrics into business outcomes.
- **Operational efficiency** by eliminating the need to scale headcount while maintaining enterprise-grade security oversight.
- **Proactive intelligence** via dark web monitoring, reinforcing a layered, adaptive defense model.

“Our partnership with Deepwatch delivers measurable impact. We're seeing a real reduction in risk—around 20%—and our ability to quantify that is powerful when speaking with leadership.”

— David Gonsalves, CISO, Managing Director of Information Security and Risk Management, Darling Consulting Group

FUTURE OUTLOOK

Advancing with Deepwatch NEXA™

Looking ahead, Darling Consulting Group continues to evolve its cyber defense strategy alongside Deepwatch. Gonsalves is particularly enthusiastic about Deepwatch NEXA™, the company's new AI-powered capability designed to accelerate detection and response through intelligent correlation and automation.

“We're excited about what's coming with NEXA, AI-driven correlation and context are exactly what teams like ours need, it takes the intelligence we already get from Deepwatch and makes it faster and even more predictive.”

— David Gonsalves, CISO, Managing Director of Information Security and Risk Management, Darling Consulting Group

By leveraging NEXA's advanced analytics, DCG expects to gain deeper insight into threat trends, faster triage of emerging risks, and even greater efficiency from its existing partnership, continuing to reduce risk without increasing team size.

With Deepwatch as an innovation partner, DCG remains committed to staying ahead of threats while maintaining operational simplicity, a balance that defines their approach to modern cybersecurity.



ABOUT DEEPWATCH

Deepwatch® is the leader in Precision MDR powered by AI and humans. We amplify human expertise with AI insights to reduce the risks that matter most to your business. Our protection is proactive, preemptive and responsive, tuned to your business, with no black boxes, and watched by experts 24/7/365.

CONTACT US

GET STARTED

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