

**CUSTOMER SUCCESS STORY**

# Deepwatch Expands Coverage, Improves Narratives for Retail Bank

Large retail bank counts on Deepwatch Experts to extend coverage, communicate security effectiveness, and improve postures.

## OVERVIEW

**Deepwatch Helps Retail Bank Security Team Improve Cyber Resilience.** Deepwatch works directly with a large retail bank's in-house security team to help improve the company's cyber resiliency, increasing coverage and expertise. In addition to managed detection and response, Deepwatch helps co-manage their firewall, and helps teams build better narratives with other stakeholders.

## CHALLENGE

A large retail bank faces threats that are growing in complexity and volume, in one of the most highly-regulated, highly-targeted industries. Mergers and acquisitions helped to create complexity across divisions while the number of SecOps roles remained limited.

"The challenge today will always be the challenge, I think, for the rest of my career for the rest of anybody's career within cybersecurity, which will always be people," said the Security Operations Manager for the bank. "It would be protecting people, training people, there will always be a larger need and people will always be our biggest deficiency."

## ENTERPRISE DETAILS

**Industry:** Retail Banking

**Headquarters:** Florida

**Number of Employees:** 1,000+

**Number of Security Employees:** 8

**Customer since:** 2021

**Product:** Deepwatch MDR and FW

**Squad:** CSM, SM, Analysts, Detection Engineer, FW Engineer

## PROBLEM ANALYSIS

### Deepwatch Experts Extend Security Capabilities

Deepwatch extends the bank's security team with a dedicated squad of security professionals.

"Deepwatch is an extension of my team. That's what I always tell everyone, right?" he said. "Within the security operations department, we only have a couple of analysts that don't have to do a plethora of other, day-to-day functions to just make sure that we're operational. So Deepwatch definitely assists me in maintaining that security, vision and that security posture for us."

"What I absolutely love about Deepwatch is it's the same team, it's the same people. Other MSPs have a cookie cutter approach, where they can just send a ticket to anybody when they see an alert. Often that person doesn't even know your organization, and doesn't understand your environment. For example, before I got here we had another vendor and often we'd get alerts that had nothing to do with us and they wouldn't personally assist you. It seemed like they should have already known, or could have helped us tune or recommend tuning."

"That's what we get out of Deepwatch. We get that structured relationship, that bond as an extension of our team. It's like 'Hey, over the last couple of weeks we've seen this, looks like a false positive, maybe we could tune it out. Let's take a deeper dive.' That is what I need. That's what I get from Deepwatch."

### Active Threat Hunting

Deepwatch threat intelligence helps the banks' security team stay ahead of the latest threats.

"Threat intelligence is another benefit, also the threat hunts themselves," he said. "Your team gives us detail on what's going on in the real world today, how it could impact our environment. When we present to the board we include a slide on threat intelligence, often with reporting from Deepwatch. We can show what attacks are happening, how it does or does not impact us. Because, especially from an upper management perspective, we want to be ahead of something they might read in the news."

## SOLUTION

### Human-led, Expert Coverage that Understands the Financial Industry

Deepwatch provides 24/7/365 human, US-based coverage as an extension of the bank's in-house security team. Dedicated Deepwatch Experts, including analysts and detection engineers with deep Splunk expertise, help the SecOps team focus on security outcomes unique to their environment. Along with improved detection through machine learning and active threat hunting, Deepwatch extends response capability speed, expertise, and coverage.

- 24/7/365 human, US-based coverage for real time response
- Managed Detection and Response through dedicated Squads
- Co-managed firewall services
- Splunk expertise collaboration and integration
- Deepwatch Adversary Threat Intelligence (ATI) integration and active threat hunters

## SECURITY OUTCOMES

- Better coverage, with Deepwatch Experts that understand their environment
- Improved visibility into complex security environments
- Enhanced metrics and compelling narratives to effectively engage other stakeholders.
- Better threat intelligence through integration with Deepwatch threat hunters

"Given our status as a financial institution, regulatory compliance is of utmost importance," he noted. "We regularly undergo scrutiny from federal regulators and various auditors, both external and internal. Their visits entail specific requests and requirements that we diligently address... I ask Deepwatch if they can build that for us. We'll take that and then paint the bigger and better picture."



### ABOUT DEEPWATCH

Deepwatch® is the leading managed security platform for the cyber resilient enterprise. Our platform combines comprehensive threat management capabilities, expert practitioners, and precise automated actions. Embrace preventative actions to improve your security posture and enhance your speed of response. Join leading global brands relying on Deepwatch for cyber resiliency and security peace of mind.

### CONTACT US

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