



Arctic Wolf Concierge Security Team

Arctic Wolf Experts Deliver Security Outcomes Tailored to Your Organization

As the threat landscape becomes more complex, the need for security operations is greater than ever before. But many organizations, lacking processes and the inability to attract and retain the security operations expertise necessary to provide 24x7 coverage, drown under an overwhelming number of alerts and struggle with what to do next.



“Nearly two-thirds of companies lack the skilled staff they need to maintain effective security operations. With the rapidly expanding attack surface, IT teams need broad security skillsets more than ever, to protect their organizations.”

— (ISC)2 Cybersecurity Workforce Study, 2019

For something as important as your organizations' security, having a named engineer and analyst paired with you is critical. The Arctic Wolf Concierge Security® Team (CST) leverages its cloud-native platform to deliver security operations through concierge services (managed detection and response, managed risk, and managed cloud monitoring). With a unique understanding of your environment, the CST monitors around the clock, and provides you with strategic guidance as well as a tailored approach to protection that improves your overall posture along your security journey.



Coverage

Working around the clock to triage critical events and deliver actionable insights when you need them the most.

- ▶ 24x7 continuous monitoring
- ▶ Rapid response
- ▶ Real-time remediation



Expertise

Delivering execution and operational excellence with the skills required to detect advanced threats—customized to your environment.

- ▶ Security operations experts
- ▶ Proactive threat hunting
- ▶ Informed incident insights



Strategy

Driving continuous improvement tailored to the specific needs of your organization with strategic security guidance.

- ▶ Security posture reviews
- ▶ Named advisors
- ▶ Security journey guidance

Fast and easy setup

Get up and running fast, and continuously fine-tune configurations to customize your security experience.

24x7 continuous monitoring

Around-the-clock security coverage from security operations experts.

Security operations experts

Hundreds of years of combined experience with cybersecurity accreditations like CISSP, HCISPP, CCSP, CISM, CRISC.

Proactive threat hunting

Daily hunting for suspicious activity across your environment.

Rapid response

Detect and investigate critical events within five minutes.

Real-time remediation

Rapidly contain incidents and get detailed guidance on remediation

Security journey guidance

Quarterly reviews to help you design, implement and achieve your security vision

The Arctic Wolf Difference

Concierge Security Team

The Concierge Security Team helps you manage the threats of today through managed triage, while preparing you for the threats of tomorrow through strategic advice and dedicated security posture reviews. Your CST becomes your trusted security advisor—and helps you increase your security maturity along your security journey.

Find out why leading SMBs, MSPs, and commercial and enterprise businesses across industries such as financial services, legal, healthcare, utilities, and municipalities trust Arctic Wolf, the market leader in security operations, to deliver positive outcomes along their security journey.



Read how the Arctic Wolf CST has helped customers in industries just like yours:



Finance

For a financial services customer, the CST observed anomalous behavior from a server showing large spikes in outbound traffic to non-US based locations. This traffic then began to call out over suspicious ports. Deeper investigation and correlation of outbound sessions and firewall logs revealed that this traffic was not being blocked. The customer was contacted immediately, and a remediation plan was established to stop this threat.



Legal

For a customer in the legal field, the CST identified a default configured server that was externally facing and experiencing an active exploitation attempt. Rapid detection enabled the CST to thwart the attack before it could succeed. The CST then provided root cause analysis of the issue to the customer, and recommendations for further system hardening to avoid similar attacks in the future.



Manufacturing

The CST rapidly detected the presence of a compromised host for a customer involved in manufacturing. The alert was triggered after the Arctic Wolf™ Platform detected the host sending traffic to a number of newly created domains. Deeper investigation revealed that the machine was newly deployed to meet the customer's work-from-home requirements and had not received the company's anti-virus software update.



“Arctic Wolf is an extension of our team and takes on security monitoring burden. We get customized security from a team that understands our environment.”

— **Dr. Jason A. Thomas**, Chief Operating Officer and Chief Information Officer, Jackson Parish Hospital



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