LevelBlue

Secure What's Next.

Rapid Time-to-Value: LevelBlue Managed Services Onboarding

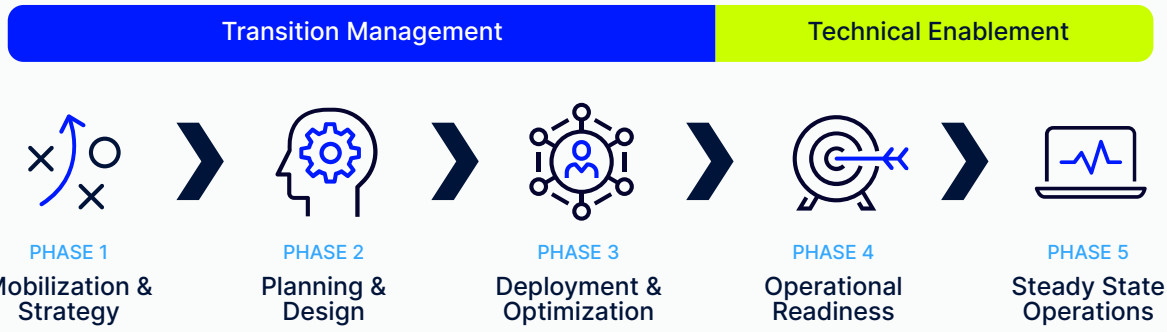
Onboard in days, the right way.

Rapid Time-to-Value: LevelBlue Security Services Onboarding

Once you sign on with LevelBlue services, our thoughts quickly turn to one goal: getting you up and running quickly so we can provide protection.

LevelBlue is focused on delivering a rapid time-to-value and getting you onboarded in as little as 10 days with LevelBlue Managed Detection and Response (MDR), LevelBlue Co-Managed SOC, and LevelBlue Security Technology Management (STM) services. It all starts with our methodical, squad-based approach to the onboarding process, which is focused on getting you on board quickly but without cutting corners.

In the pages that follow, you'll learn about our 5-phase strategy for ensuring we thoroughly address your needs during onboarding. Our aim is to help you quickly realize value, especially for your most valuable assets, while simultaneously getting you set up for long-term success.



Phase 1: Mobilization and Strategy

The first phase, Mobilization and Strategy, starts with a kickoff meeting, where we'll establish project set-up and initiation activities.

Chief among them is meeting your LevelBlue project squad team members, including a transition manager, who will be your main point of contact during onboarding. Roles and responsibilities for all members will be explained.

Depending on the service you're signed up for, you'll also meet other LevelBlue team members, such as:

- A LevelBlue Consulting and Professional Services representative to manage the process of onboarding your security incident and event management (SIEM) system for LevelBlue Co-Managed SOC service.
- A LevelBlue SpiderLabs threat hunter, who will get you started on your first threat hunt and schedule quarterly hunts for LevelBlue Managed Detection and Response (Advanced) service.
- A LevelBlue Information Security Advisor (ISA) consultant to help test and tune your environment and enhance the utility of all your LevelBlue services.

During this initial phase we'll review the project deliverables and preliminary schedule, including the all-important time-to-value schedule. While exact schedules vary, LevelBlue can complete the onboarding process in as few as 10 days. The more prepared you are – with endpoint agents deployed, a SIEM installed, appropriate licenses in place – the faster the process goes. (But don't worry; we'll help with any missing pieces.)

Finally, we'll go over the Solution Discovery template, through which we collect information on your environment to ensure we cover all the bases.

Phase 2: Planning and Design

The Planning and Design phase focuses on endorsing the plan for the project delivery and execution. Technical squad resources will work with your resources team to gather solution discovery information and validate the returned Solution Discovery template.

A key component here is discovery around how your organization grants access to various resources, which LevelBlue will need. Each client has its own process for requesting access, and it may vary depending on the resource in question, whether cloud-based, virtual desktop infrastructure or internal web-based applications. In the interest of avoiding delays, it's crucial that we fully understand this process and are prepared to comply with it – because we can't start our work until we can gain access to the various components we'll be protecting.

Planning and Design also involves lots of Q&A around which applications and digital resources are most important to your organization, so we can establish delivery priorities accordingly. The idea is to ensure rapid time to value for your most critical resources.

We'll also make sure we ship any required equipment, share any virtual images or software, and stage and configure required LevelBlue equipment.

When Consulting and Professional Services are involved, this phase also includes Use Case Workshop Discussions and Architecture/Design Requirements gathering. We'll hold multiple meetings to gain an understanding of how your environment is set up and why. We'll ensure we're on the same page regarding best practices that should be in place. Finally – and perhaps most importantly – we'll discuss your goals, both current and future, to ensure we're set up to meet them.

Phase 3: Deployment and Optimization

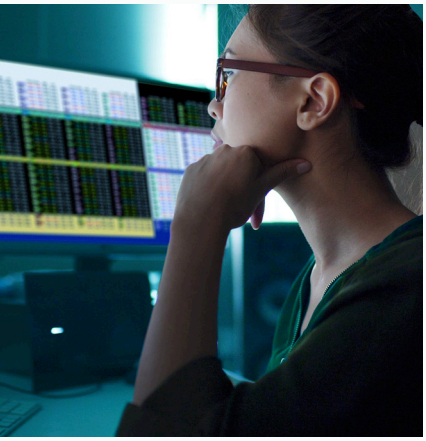
Phase 3 is where the heavy lifting starts and things get exciting, with the focus squarely on service execution and delivery.

Your LevelBlue team will work with you to integrate your endpoint detection and response (EDR), SIEM and other security solutions into the LevelBlue platform. We'll connect any required devices and ensure alert acquisition is functioning properly. You'll also be introduced to our security operations center (SOC) processes and the runbooks we follow for incident response.

This phase involves gathering intelligence around the threat context of your environment, to populate our runbooks and communication plans for LevelBlue Co-Managed SOC service and asset authorization protocols for LevelBlue Managed Detection and Response service.

Another crucial element is setting up alerts. This involves determining what events to catch, tuning to filter out "noise" and ensuring the alert/event load is in line with your chosen service. Overall, the goal is to set a baseline of what steady state operations looks like in your environment.

We'll track progress through a series of regularly scheduled meetings and set up technical implementation sessions to get your team up to speed on all the LevelBlue technology.



Phase 4: Operational Readiness

In Phase 4, LevelBlue conducts an operational readiness assessment. This involves a series of health checks to ensure everything outlined in the Planning and Design phase is in place and operating as intended.

While the exact checklist differs by service, we'll conduct quality assurance checks on parameters such as:

- Registered contacts
- Asset enrollment in the LevelBlue platform
- Established platform monitoring and access
- LevelBlue representative named on active maintenance contract

Any issues uncovered will be remedied before moving on to the fifth and final phase.

Phase 5: Steady State Operations

Now your transition team is ready to hand off servicing of your account to the LevelBlue operational team. The transition team will issue a completion certificate and assemble a package with all relevant information collected on your account during the onboarding process.

An orientation meeting will be scheduled to introduce you to the LevelBlue service and support teams you'll be working with going forward, and you'll receive supporting user guides.

Beyond Onboarding

Depending on any needs that may have cropped up during the onboarding process, clients may want to opt for additional advisory help or services.

An MDR client, for example, may find they would also benefit from LevelBlue Co-Managed SOC service. Or perhaps you'd like a LevelBlue ISA consultant to help with architecture reviews and enhanced service management of your environment over time.

Whatever the case may be, those additional providers can take advantage of all the effort that went into the onboarding process; there's no need to reinvent the wheel.

Rapid Time-to-Value

Throughout the onboarding process, our goal is to get you up and running with your chosen service as rapidly as possible, so it's detecting alerts and offering protection – in short, delivering value. Our transition managers, who are responsible for keeping the process moving on both sides, are committed to completing the onboarding process in just 10 days if at all possible.

If we can get service set up for your most critical assets first, while others take a bit longer, that's what we'll do – because protecting those critical resources delivers the most value.

But service go-live is just the beginning of your journey with LevelBlue. Your initial protection level will improve over time as we learn more about your environment, and continually add your alert data to the LevelBlue platform. From there, we apply analytics that help make our services even more effective.

Get started today. To learn more about our managed security services, visit: www.LevelBlue.com.