Quorum Cyber

Service Description
Service Desk Integration
G Cloud 15

+44 333 444 0041
quorumcyber.com
Verdant, 2 Redheughs Rigg, Edinburgh, United Kingdom, EH12 9DQ

Table of Contents

Service Overview

Background

Many organisations operate mature ITSM platforms with established workflows, audit requirements, and third-party accountability. When cybersecurity teams also run their workflows on those ITSM platforms, incidents managed by a Managed Security Service Provider like Quorum Cyber can mean the need to switch tools, manually duplicate updates, or reconcile records across systems. This leads to operational inefficiency, slower response times, reduced visibility, and increased compliance risk during critical security incidents.

Quorum Cyber's Solution

The Quorum Cyber Service Desk Integration provides a secure, automated, and resilient integration between Quorum Cyber's SOC service and a customer's existing IT Service Management (ITSM) platform. The service is designed to allow cybersecurity incident handling directly into the customer's operational environment, reducing the need for teams to work across multiple tools.

The integration uses a service desk integration engine to enable bidirectional ticket synchronisation, ensuring incidents, updates, attachments, and status changes are consistently reflected across both platforms in near real time. Ticket fields, workflows, and ownership models are precisely mapped to align with the customer's existing processes, governance controls, and audit requirements.

Synchronisation is triggered at defined points in the incident lifecycle, ensuring that customer teams receive actionable information at the right time without unnecessary noise. The integration supports leading ITSM platforms and is engineered for reliability, with built-in monitoring that continuously validates integration health and automatically alerts Quorum Cyber teams if issues occur.

This approach allows customers to maintain full control of their internal workflows, reporting, and compliance obligations, while benefiting from seamless, automated collaboration with Quorum Cyber's 24/7 Security Operations Centre.

Differentiators

- Designed specifically for 24/7 SOC-led Managed Detection & Response operations
- True bidirectional ticket synchronisation, not one-way forwarding
- Alignment with customer incident management workflows and governance models
- Proactive integration health monitoring with automated error detection and alerting, with the integration service managed by Quorum Cyber
- Broad ITSM platform support with extensibility for additional tools
- Structured onboarding approach incorporating RACI definition, CAB approval, and formal change management

Service Features

- Automated bidirectional ticket synchronisation between Quorum Cyber and customer ITSM platforms
- Customisable ticket field mapping and workflow alignment
- Integration delivered via a secure service desk integration add-on
- Support for leading ITSM platforms including ServiceNow, Salesforce, Jira, Zendesk, GitHub, and Azure DevOps, as well as custom integrations for lesser-known tools
- Configurable synchronisation triggers aligned to the incident lifecycle
- Secure attachment synchronisation with intelligent handling of file size and volume
- Continuous monitoring and management of integration availability and performance
- Automated detection and alerting for synchronisation failures or degradation
- Structured onboarding with testing across production and non-production environments

Service Benefits

- Improved operational visibility across security and IT teams
- Reduced manual effort, noise, and tool switching for internal teams
- Preservation of internal workflows, audit trails, and compliance evidence
- Clear accountability across internal stakeholders and third parties
- Efficient collaboration between customer IT teams and Quorum Cyber's SOC