IBM Consulting

G-Cloud 15
IBM – Protective Monitoring Services from FSC SOC

Service Definition Document

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IBM - Protective Monitoring Services from FSC SOC

Service Overview

IBM provides flexible, vendor-agnostic protective monitoring and response services from an FSC facility. Utilising SC-cleared analysts to deliver 24x7 continuous security operations monitoring, improving threat detection and response, minimise risk of operational disruption and enhance cyber risk management. IBM Protective Monitoring Services are integrated with the latest threat intelligence and automation to maximise value. Services can be provided in a full or hybrid delivery model across your hybrid multi-cloud environments.

Features

- UK SOC purpose built for UK Government and CNI clients.
- Services provided from UK FSC (Facility Security Clearance) SOC facility with SC-cleared analysts.
- Vendor-agnostic, services capable of integrating with your existing SIEM and EDR investments.
- Integration with and monitoring of cloud, on-premise and hybrid environments.
- Dedicated 24x7 monitoring and detection, integrated with incident response teams.
- Flexibile delivery models to support your existing SOC teams.
- Monthly reporting that includes that latest threat intelligence data.
- High quality service management supporting your security governance.
- Automation coupled with human-led analysis to elevate your SOC capabilities.

Benefits

- Improved ability to respond to cyber threats and incidents.
- Reduced costs with services tailored to your budget and SOC strategy.
- Transparent reporting that translates risk into prioritised action.
- Accelerated time to value through utilising your existing investments.

Key Differentiators

- Improved ability to respond to cyber threats and incidents.
- Reduced costs with services tailored to your budget and SOC strategy.
- Transparent reporting that translates risk into prioritised action.

IBM - Protective Monitoring Services from FSC SOC

Addressing Business Needs

IBM Protective Monitoring Services from FSC SOC supports you in achieving unified threat detection and response, proactively lowering your risk and exposure.

Our team can help you address key challenges that organisations like yours are facing today:

Technology Optimisation
Organisations have made significant investments in technology and need support to optimise the value and performance of these tools, rather than purchasing additional technology.

Lack of Skilled Resources
Lack of skilled human resources and adequate tools to manage day-to-day security operations and develop new capabilities.

Regulatory Landscape
Constantly shifting regulatory landscape requires continuous review and updates to policies, procedures and control frameworks specific to your industry and regulatory context.

Growing Attack Surface
Innovative technologies and new threats have expanded attack surfaces and transformed the requirements for an effective security operations programme.

SOC Management
Gaps in architecture, skills and inefficient processes inhibit organisations' ability to reduce time to detect and respond to security incidents.

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Service Definition

We provide flexible, tailored managed services that deliver continuous monitoring and response capabilities that leverage your existing investments.

IBM's Protecting Monitoring Services are designed to be tailored to meet Public Sector requirements and align with potentially different levels of internal capability, our services include:

24x7x365 Monitoring

- Transform existing investments into an integrated 24x7 managed solution provided in a FSC facility across your multi-cloud environment(s).
- Integrate with adjacent services to provide continuous monitoring and proactive risk reduction.
- Benefit from a programmatic, collaborative approach to security operations that acts as an extension of your team.

Out of Hours (OOH) Support

- Improve the coverage of your existing security operations capabilities by calling on experienced SC-cleared analysts to provide monitoring and detection capabilities outside of your normal working hours.

SOC Augmentation

- Collaborate with IBM to develop a tailored solution that augments your existing team and investments over any term length to support periods of increased demand.

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IBM Approach

We bring the benefit of having worked with the world's largest organisations, transforming complex, critical services. Our approach is based on robust methods, processes and personalised engagement.

We focus on your business needs and developing trusted long-term relationships, underpinned by industry-leading experience and capabilities. We want you to get the best out of every engagement and to deliver outcomes that matter for your organisation.

Our approach is tailored to your needs and flexible to support all delivery models. We offer established programme and portfolio capabilities that can be aligned with your internal governance and methods, linking to industry recognised standards such as CAF, GovS 007, NIST and ISO27001.

We bring specific skills and attitudes including:

- Proven track record of delivery in complex environments.
- Threat intelligence and research from a global perspective, giving you access to the latest threat information.
- Implementing strong governance, defined collaboratively within the context of robust methods and processes.
- Bringing an integrated and controlled planning approach.
- Proactive identification and management of risks and issues based on experience.
- Working across existing and new platforms.
- Experience with the latest technologies, tools and delivery methods.

We work to manage the complexity of key business projects, programmes and portfolios, communicating with clarity and helping you make informed decisions.

IBM - Protective Monitoring Services from FSC SOC

Why IBM

IBM provides a unique blend of cybersecurity and business expertise to help organisations through their transformation journey including:

- Extensive expertise supporting the most business-critical services for UK government, including Critical National Infrastructure.
- Services provided from a dedicated UK- based, FSC SOC.
- Benefit from integration with the broad IBM portfolio of offensive and defensive security services.
- Comprehensive experience with an array of regulatory and industry frameworks for security operations.
- Breadth and depth of experience across regulated industries in implementing and enhancing security operations programmes.
- Program governance tailored to your needs, including the development and implementation of new and existing technologies, based on your preference.
- Building long-term client relationships based on innovation, trust and service excellence.
- Developing and deploying world-class talent.

IBM - Protective Monitoring Services from FSC SOC
Value and Outcomes

IBM can deliver a faster, more relevant detection and response capability that maximises return on your existing investments.

We focus on your business needs and developing trusted long-term relationships, underpinned by industry-leading experience and capabilities so you can be confident in your critical services.

- Improved ability to respond to cyber threats and incidents.
- Reduced costs with flexible services tailored to your budget and security operations strategy.
- Transparent reporting that translates risk into prioritised action.
- Accelerated time to value through utilising your existing investments.
- Enhanced visibility of threats with the latest threat intelligence data from IBM X- Force.
- Local, personalised delivery with a global perspective.
- Augment and develop your existing teams with integrated advisory services from our leading team of consultants

This is IBM in the UK

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.

Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**

Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers

R&D

In the UK alone, IBM **invests £170 million in R&D** each year

Quantum

IBM Q, **the world's most advanced quantum computing initiative for commercial use**, is being used by CERN

Environment

IBM's **focus on sustainability** began in 1971 with our first environmental policy

Artificial Intelligence

IBM develops **watsonx based generative AI solution** for the Austrian federal armed forces **to provide fact-based evaluation and classification** for the ability to remain capable of acting in the light of risk scenarios.

Changing the world

IBM was awarded **World Changing Company of the Year** 2019 by Fast Company

Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society

Diversity

IBM **won the Global Diversity Award** 2019 and the ENEI's **Gold Standard**

Graduates

IBM is committed to developing future talent – we are Target Jobs' **Graduate Employer of the Year** 2019

Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society

Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**

Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year** alone