SAPPHIRE™

# Managed Vulnerability Management Service Definition

**Classification**: Public

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# Proprietary Notice

# Overview

In the age of digital transformation, everything is interconnected – from cloud resources and containers to OT and identity platforms. Each day brings something new that needs to be addressed in your vulnerability management program. However, the more you assess all your assets broadly and thoroughly, the more overwhelming the vulnerability overload can become. It's tempting to do less and only meet compliance requirements, but this approach puts your organisation at risk. Old methods of vulnerability management are no longer enough. You need a method to identify all vulnerabilities and then narrow them down to a manageable quantity.

Vulnerability Management is a proactive, risk-driven approach which delivers comprehensive, continuous visibility and informs technical and business decisions.

You need a solution that helps you:

- Assess all your assets for vulnerabilities and misconfigurations continuously.
- Measure the vulnerability's risk to your business using threat intelligence and asset criticality.
- Predict which vulnerabilities present the most risk to your organisation, so you know what to focus on first.
- Deliver risk-based information to business owners.

This is risk-based vulnerability management (RBVM), and it's not optional it is a vital tool in your cyber defences to ensure you can operate with resilience.

# Risk-Based Vulnerability Management

Risk-based Vulnerability Management is the process of reducing vulnerabilities across your attack surface by prioritising remediation efforts based on risk and threat. With risk-based vulnerability management solutions from Sapphire, you get:

- Full visibility into the converged attack surface: Get the broadest coverage and most thorough assessment of the traditional and modern assets in your attack surface.
- Dynamic and continuous assessment: Assess new and transitory assets as soon as they become active (e.g., integrate assessment into your CI/CD pipeline).
- Prioritisation powered by machine learning.
- Know exactly which vulnerabilities to remediate.

- Machine learning models automatically combine vulnerability severity data with threat intelligence and asset criticality to predict each vulnerability's impact on your organisation.
- Tailored dashboards: Communicate business system risk, not vulnerability counts, to business stakeholders.

# Service Provision

Managed Vulnerability Management (MVM) is a proactive, risk-driven service designed to help organisations identify, assess, and remediate vulnerabilities across their traditional attack surface. In today's interconnected digital landscape - spanning cloud environments and on-premises systems, Sapphire's MVM service provides continuous visibility, prioritisation based on business risk, and actionable remediation guidance to strengthen your cyber resilience.

The managed service includes:

- Deployment and configuration of the Vulnerability Management platform.
- Continuous asset discovery and vulnerability assessment.
- Risk-based prioritisation and remediation guidance.
- Monthly reporting and executive dashboards.
- Vendor threat intelligence integration for exploit prediction.
- Compliance mapping (e.g., CIS, NIST, ISO frameworks).

## Deliverables

The service deliverables will include the following:

- Onboarding/Deployment and Configuration of Vulnerability Management platform
- Continuous asset discovery and vulnerability assessment
- Risk-based prioritisation and remediation guidance
- Monthly reporting and executive dashboards
- Monthly presentation on risk-based analysis for vulnerability prioritisation
- Vendor threat intelligence integration for exploit prediction
- Compliance mapping (e.g., CIS, NIST, ISO frameworks)

### Deployment and Configuration

As part of the initial onboarding phase of the MVM service, Sapphire will ensure that the deployment of the vulnerability management platform is to both Sapphire (and where possible the vendor) best practices. This ensures that the starting point for the service is with accurate data, ensuring that the foundation of the service breeds output confidence.

Where the customer already has a vulnerability management platform, then this element of the service will be ensuring that the configuration baseline is correct to Sapphire best practices.

### Service Outputs

All changes needed to be made to any aspect of the platform, configuration, reporting and dashboarding will be executed by Sapphire, ensuring that any changes made, do not deviate from best practices; but also considering any service dependencies and improvements.

Monthly executive and technical reports are generated on a monthly scheduled basis are provided as point in time analysis for stakeholder metric analysis and SLA compliance.

In addition to the monthly reports, Sapphire will also deliver a threat-centric monthly presentation based around the customer identified vulnerabilities. This technically focused presentation is provided to give prioritisation on remediation advice based on customer specific assets.

## Customer Responsibilities

- The customer is responsible for the deployment and uptime of the 'on premise' vulnerability sensors/collectors, including endpoint agents, however Sapphire will be responsible for the availability monitoring of these sensors.
- The customer is responsible for the confirmation of scope of the project, however Sapphire during onboarding can help with this decision-making process.
- The customer is responsible for credential management of service accounts where required.

# Service Integration

Integrating vulnerability management into other SOC services is essential for creating a unified and proactive security posture. Vulnerability data provides critical context for threat detection, incident response, and patch management, enabling the SOC to correlate vulnerabilities with real-time attack indicators and prioritise remediation based on actual risk. By combining vulnerability insights with threat intelligence and monitoring capabilities, SOC teams can identify which weaknesses are actively being exploited and respond faster to emerging threats. This integration also supports continuous compliance and reduces operational silos, ensuring that vulnerability management is not an isolated process but a core component of a holistic defence strategy.

## MXDR/XDR

Integrating vulnerability management with an MXDR (Managed Extended Detection and Response) service creates a powerful synergy that significantly enhances an organisation's security posture:

- Contextual Threat Detection
- Prioritised Response
- Proactive Risk Reduction
- Unified Visibility
- Compliance and Reporting

## Threat Intelligence

Integrating vulnerability management with a Threat Intelligence service is critical for building a proactive and risk-aware security strategy, leveraging real-time exploitability awareness against identified vulnerability data will provide enhanced risk context, and allow for more strategic decision making within the remediation process.

## Patch Management

Integrating vulnerability management with a patch management service is essential for closing the loop between identifying risks and remediating them effectively.
With the service which automated patch acquisition and deployment, the integration of vulnerability management results into this will streamline the operational requirements reducing exposure.

# Service Level Agreement

Managed Vulnerability Management operates under a shared responsibility model in which Sapphire performs the execution and reporting functions, while the Customer retains responsibility for risk acceptance, assessed system ownership, and security posture.

# Sapphire's Certifications and Associations