

10 QUESTIONS THAT ORGANIZATIONS NEED TO ASK SOCaaS PROVIDERS



Entering into the world of managed cybersecurity can sometimes be confusing, leaving you unsure of what you're actually receiving from a vendor until after you purchase. Our goal is to demystify the process and help you prepare for the conversation. The following is a list of questions to ask potential cybersecurity vendors to help you make sure you're getting what you really need to protect your organization.

1. WHAT ARE YOUR SOFTWARE REQUIREMENTS?

Will your organization need to make any major changes to your infrastructure, now and in the future, to work with the vendor?

2. HOW MANY PEOPLE WILL BE ASSIGNED TO OUR ORGANIZATION?

Are there enough analysts to cover your organization 24/7/365? Are they optimizing people with software to not just throw more "people" at the problem?

3. WHAT HAPPENS WHEN OUR CONTRACT IS UP FOR RENEWAL?

Are you getting an introductory rate? How long are the terms of the contract? What exactly is being provided by the vendor?

4. DO YOU HAVE EXPERIENCE IN OUR INDUSTRY?

Has the vendor worked with your industry before? Do they know about the different compliance laws surrounding your business?

5. HOW MANY CLIENTS ARE YOUR ANALYSTS OVERSEEING?

Are the analysts capable of monitoring your system around the clock? Are there automations in place that help maximize your analysts performance?

6. HOW OFTEN AND WHAT DOES COMMUNICATION LOOK LIKE?

Will I be left in the dark after the contract is signed? How and how often will we communicate? What are their SLAs?

7. HOW WILL YOU MAKE A DIFFERENCE THAT WE COULDN'T DO ON OUR OWN?

Are you paying for the same visibility and protection that you had before? Can you do what they do for less or the same price?

8. ARE YOU PROACTIVE OR REACTIVE?

Is your potential vendor proactively hunting threats? Is the vendor waiting for attacks to happen to react? How often are they checking your environment for potential threats?

9. HOW WILL WE KNOW YOU ARE SUCCESSFUL?

What kind of reporting will I get? Can you prove that what you are doing is working? Does the vendor ask about your specific goals and how to meet them?

10. IS YOUR CYBERSECURITY PLAN DESIGNED SPECIFICALLY FOR OUR ORGANIZATION?

What are you doing to customize our cybersecurity plan to fit our specific needs? Are you just setting up an out-of-the-box cybersecurity offering that will still have gaps?