FORTRA™

Tripwire ExpertOps
Instant Expertise with Managed Cybersecurity

Many IT teams are facing challenging skills gaps or struggling with optimizing their cybersecurity software. It might be that your team is too small for their responsibilities, or that you're finding it difficult to attract, train, and retain talent. Turnover is a common problem, with organizations and agencies often losing skilled individuals to new opportunities. Fortunately, strategically selecting a comprehensive managed services solution closes the skills gap and allows constrained teams to successfully run robust cybersecurity programs.

Fortra's Tripwire® ExpertOps℠ is a managed cybersecurity service that equips you with the advice and support needed to protect your data from cyberattacks while maintaining regulatory compliance. Expand your cybersecurity resources, and accelerate time-to-value with Tripwire ExpertOps.

Training and Retaining Cybersecurity Staff

There simply aren't enough cybersecurity professionals to meet industry demand—a recent study by (ISC)[2] found that 3.4 million additional cybersecurity professionals are needed in order to fill the current global shortage.[1] In order to manage the shortage of cybersecurity talent on their teams, organizations and agencies often have to stretch resources or use less qualified personnel.

Overwhelmed Security Teams

Security teams are often overburdened with managing powerful tools to handle their most important responsibilities. They have too many tools to manage and not enough bandwidth to focus on optimal efficacy and strategic cybersecurity initiatives. When staff transition roles or companies, a lack of proficiency with security tools makes for awkward and incomplete hand-offs. Training new cybersecurity tool administrators can quickly become a resource drain.

Ineffective Security Operations

The current threat landscape creates continuous threats from cyber adversaries that use sophisticated and ever-evolving plans of attack. Not effectively leveraging the full capabilities of security tools can lead to breaches going undetected for months, costing organizations and agencies untold resources.

> *Our Tripwire ExpertOps team is dedicated to meeting our customers where they are—whether that's choosing to deploy in our hosted environment or relying on our highly trained experts to build and deploy a long-term strategic solution. We have a solution that meets every company's needs.*

How Managed Services Help

Managed services can help solve staffing and resource challenges within your organization, arming your team with the instant and deep security expertise to thwart cyberattacks and maintain optimal compliance configurations. Organizations can leverage the resources of Tripwire ExpertOps to manage their file integrity monitoring (FIM), security configuration management (SCM) and vulnerability management (VM) tools to maximum effectiveness.

Tools like FIM and SCM are included in security frameworks such as PCI DSS, but their utility extends far beyond simple compliance. By understanding changes in their environment, and ensuring secure configurations are maintained, organizations can significantly reduce both successful attacks—and the extent of those attacks.

Consolidate Vendors and Tools

Another challenge for cybersecurity professionals is the proliferation of cyber tools. Managed services enable vendor and tool consolidation from the resource perspective, reducing or eliminating product training and ensuring operational management of the products and services that actually do the heavy lifting of security operations.

Extend the Efficacy of Stretched Teams

Less is more when it comes to using the resources of a stretched team wisely. Strategically implementing managed services is the best way to get your security operations where they need to be. Rather than trying to recruit and train in a scarce talent market, extend your team with a dedicated engineer from your security solutions vendor. This security-as-a-service model means you'll have an expert who stays in sync with your team, offering customized advice for improvement every step of the way.

> *Our representative has been devoted to helping us get where we need to go.*
>
> — **Tripwire ExpertOps Customer,** IT Systems Analyst for a Large Enterprise Bank

How to Evaluate Tripwire ExpertOps Managed Services

Once you've made the decision to seek out a FIM, SCM, and/or VM solution, how should you evaluate whether Tripwire ExpertOps is the right choice for you? Evaluate what the total cost of ownership will be compared to keeping security operations in-house—and the hiring and training that would require.

Here are the important considerations for assessing the value of a managed services cybersecurity solution:

- Additional cost vs. savings in internal headcount and resources
- Opportunity for accelerated time-to-value and solution expertise
- Availability of advice, incident assistance, and audit support
- Opportunity for a vulnerability and exposure expert assigned to your team to help accelerate your security program
- Availability of customized security alerts and reporting
- 24/7 visibility and dashboarding via hosted cloud infrastructure
- Support for waivers and change requests
- Organizational grading and tailored recommendations

How Tripwire ExpertOps Works

Tripwire ExpertOps provides cloud-based or remote managed services deployment of the industry's best FIM, SCM, and VM capabilities, along with several other key foundational security controls. Subscriptions can include personalized consulting from trained experts, and environment management to help you achieve and maintain compliance and critical asset security. It gives stretched IT teams an alternative to the difficult process of purchasing, deploying, and maintaining products.

And Tripwire ExpertOps provides you with continuous staffing to operate and manage your Tripwire solution at peak efficiency. Your security team and solutions can perform at a much higher capacity thanks to ongoing support, guidance, and customized reporting that adapts to meet organizational objectives.

Your dedicated hands-on Tripwire expert will serve as an extension of your team—no recruiting or training required.

You'll receive prioritization of your team's work efforts and present progress to key stakeholders within your organization. Together you will jointly develop a service plan that outlines required regulations, communication practices, escalation procedures, and any specialized requests.

The Tripwire expert will then tune and operate the solution and provide:

- Expert policy and content guidance
- Recommendations for maximizing automation capabilities
- Prioritized remediation to reduce risk and efficiently improve compliance posture
- Organizational grading for visibility into groups needing additional resources and attention
- Planned CISO and executive reviews of achievements and insight into ongoing improvement

Tripwire ExpertOps FIM & SCM

Get the maximum benefits of industry-leading file integrity monitoring and security configuration management right away with Tripwire ExpertOps: Quickly achieve and ensure cyber integrity across large heterogeneous environments; stay aligned with frequently-changing compliance regulations with a comprehensive library of policy and platform combination tests; and enhance your visibility—and security—when it comes to divergence from configurations and changes in your environment. Tripwire ExpertOps delivers all of this while providing auditors with evidence of compliance and a highly visible and actionable policy status for security.

Tripwire ExpertOps VM

Tripwire ExpertOps Vulnerability Management provides you with continuous staffing to deliver a cloud-hosted managed services model for VM, including continual updates to content and an industry-leading accuracy. The service can be adapted to your objectives and priorities with customizable configuration, reports, and profiling tasks. You will regularly receive expert guidance to ensure that your environment is secure and that critical vulnerabilities are remediated. You will also receive personalized feedback from our Vulnerability and Exposure Research Team (VERT) to help you mature your VM program.

Subscription Tiers to Match Your Needs

Tripwire ExpertOps saves organizations the additional costs of training and hardware. Annual subscription pricing includes a base fee for the service.

Tripwire ExpertOps offers three subscription service tiers:

Tier 1: Hosted

The Hosted tier includes best-in-class FIM and SCM plus basic operation and monitoring. This offering is ideal for mature organizations with a preference toward minimal interference. Our Hosted tier provides customers with a well-resourced console, maintained with the latest versions, hosted within a reliable environment. With the Hosted tier, customers stay in control of their change management, compliance, and vulnerability information and no longer need to worry about keeping the lights on.

Tier 2: Managed Services

The Managed Services tier gives you two hosting options: utilize the Tripwire managed environment or host in your own environment with remote management services for your policy creation, custom app monitoring, additional change requests, and analysis needs. You'll receive tactical tuning assistance to ensure the most important information is highlighted for action. The Managed Services tier includes customized reporting dashboards with detailed analysis and results, proactive risk monitoring and assessment, dedicated problem resolution support, and vulnerability remediation recommendations.

Tier 3: Integrated Strategy

The most robust and comprehensive Tripwire ExpertOps subscription includes all the services within our Hosted and Managed Services tiers as well as long term cybersecurity planning and execution through an assigned Strategic Consultant. The Strategic Consultant is a dedicated expert who partners with customers to develop forward looking, customized operational use plans and delivers best practice recommendations.

> 97% of customers report being happy with their Managed Services Engineer.

	Tier 1: Hosted	Tier 2: Managed Services	Tier 3: Integrated Strategy
Key Benefits	Have control of the day-to-day management while leveraging Tripwire to host the environment and ensure everything is up to date.	Extend your staff and maximize resources with experienced security professionals familiar with your unique environment.	Partner with a dedicated Strategic Consultant to develop and execute on a forward looking, customized security strategy that prioritizes your biggest security risks.
Hosted vs. Remote Environment	Hosted only	Hosted or Remote	Hosted or Remote
Product Support	ExpertOps Service Center Portal	Portal + Managed Services Engineer	Portal + Managed Services Engineer
Service Requests	24 hours/year (add'l packages available)	20 hours/month (add'l available for purchase)	Unlimited
Resourcing	Managed Services Coordinator (queue)	Managed Services Engineer (primary/secondary)	Managed Services Engineer + Strategic Consultant
Add-ons	À la carte (managed by customer)	À la carte (managed by Fortra)	Included (managed by Fortra)
Service Performance Reviews	Annually	Every six months	Upon request (recommend every six months)

Summary

The proliferation of new types of cyberattacks and, along with the rapid expansion of the attack surface, sets organizations and agencies up to need more cybersecurity professionals than they can find and retain. The shortage of available cybersecurity personnel leaves security leaders in the difficult position of supporting increasing requirements with limited qualified staff. Plus, training for new personnel—and new products—can delay maximum effectiveness of cybersecurity solutions. Managed cybersecurity services are the clear option to both expand resources and deliver instant product expertise is a managed service, streamlining powerful security operations with limited internal resources.

Request a Demo

Let us take you through a demo of Tripwire ExpertOps and answer any questions you have. Understand how Tripwire's suite of security and vulnerability management products and services can be customized to your specific IT security and compliance needs. Visit www.tripwire.com/demo.

Source:
1   www.isc2.org/Research/Workforce-Study

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