HOW AN MSSP BEAT ALERT FATIGUE TO EMPOWER ITS SECURITY TEAM

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THE CHALLENGE:

Battling Alert Fatigue and Slow Incident Response

A leading Managed Security Service Provider (MSSP) was losing the battle against noise. Their Security Operations Center (SOC) was drowning in a sea of alerts, and slow, manual incident response processes meant their team was always in a reactive state. This constant firefighting not only strained valuable resources but also created the unacceptable risk of missing the one critical threat that could devastate a client's operations, breaking trust and causing significant business loss.

THE SOLUTION:

Automating Threat Intelligence With a SOAR-Integrated Plan

To cut through the chaos, Lumu Maltiverse delivered a clear and powerful plan. We connected our threat intelligence system directly to the MSSP's main security platform — their Security Orchestration, Automation, and Response (SOAR) solution. This created one system that could automatically gather threat information and follow customized incident response playbooks to stop attacks. It also managed the entire Indicator of Compromise lifecycle, keeping them in a private instance (a secure environment, dedicated to specific clients). The approach was simple and effective: get rid of the noise, understand the real threats, and respond instantly to keep clients safe.

Automated Threat Intelligence Optimizes Security	50% Faster Incident Response	Strengthened Client Trust and Value

THE RESULTS:

A 50% Faster Response and a Proactive, Efficient SOC

By integrating Lumu Maltiverse, the MSSP transformed its security operations and service delivery. It achieved results that went straight to the bottom line.

From Reactive to Proactive: They reduced threat detection time by 40%. This enabled them to identify and neutralize threats before they could cause significant harm to their clients.

Automated, Rapid Response: By automating customized playbooks, they cut incident response time by 50%. This freed up valuable SOC analysts from repetitive tasks, to focus on more complex investigations and new initiatives.

Strengthened Client Trust and Value: Delivering faster, more effective protection with industry-specific threat intelligence was a game-changer. This reinforced their value, solidified client relationships, and positioned them as a leader in the managed security services market.

CONTACT US To find out how Lumu Maltiverse can help your MSP or MSSP today, contact our team for a chat

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