OpenText Core Threat Detection and Response Managed Security Services

Accelerate your journey to enhanced threat detection while optimizing security operations, reducing risk, and driving continuous security maturity

Benefits

- Choose the program that best fits your organization
- Increase security efficiency with expert guidance
- Improve threat visibility and response effectiveness
- Strengthen security posture and reduce risk exposure

Evolving cyberthreats, identity misuse, and rising insider risks are pushing traditional security solutions to their limits. Organizations face growing security challenges, including resource shortages, inefficient threat detection and response, complex security environments, regulatory pressures, and the need for continuous optimization. Navigating these challenges puts even the most advanced security teams to the test.

OpenText Managed Security Services will help your organization maximize the power of OpenText™ Core Threat Detection and Response to become more efficient, resilient, and proactive, ensuring you get the most value from your investment.

Seamless deployment and ongoing optimization

Ensure seamless deployment, configuration, and operation of OpenText Core Threat Detection and Response with our dedicated team of success managers and technical experts who provide end-to-end guidance.

Enhanced threat detection and response capabilities

Optimize your detection process with accurate detections while reducing false positives. Our team ensures you benefit from better threat context and decision-making, while supporting your efforts to develop and refine response workflows that improve overall efficiency and response times.

Resources

Managed Extended Detection and Response
Learn more ›

Digital Forensics and Incident Response Service Overview
Learn more ›

OpenText Security Health Check Service Overview
Learn more ›

Security team enablement and skill development

Let us help you build expertise within your team with expert-led training, improving your security operation skills and confidence. We can help your team optimize your performance with industry-standard frameworks, such as MITRE, and identify and implement high-value detection and response scenarios.

Improved operational efficiency

Whether it's guiding your team in automating repetitive tasks to reduce workload, establishing consistent incident handling and reporting procedures or helping measure your security effectiveness against KPIs and industry standards, OpenText Managed Security Services will help build the efficiency of your teams responsible for detecting and responding to threats. Alternatively, our Managed Security Services can augment your existing capabilities with additional threat hunters and security operation analysts (Tier 1 to Tier 3) who bring decades of experience, skills, and knowledge as you trusted partners for cyber resilience.

Each element of our OpenText Core Threat Detection and Response Managed Security Services offerings deliver significant benefits to your security operations, no matter the support level you choose.

- **Cyber Concierge:** Your advocate supporting the deployment and implementation of OpenText Core Threat Detection and Response, managing your account throughout the SaaS subscription term.
- **Account Engineer:** Your OpenText Core Threat Detection and Response technical expert, bringing operational knowledge and experience designed to maximize the value of your solution.
- **Onboarding & Implementation:** Our team will advise, guide, and assist in your transition and implementation of OpenText Core Threat Detection and Response, including inventorying your assets and security controls.
- **Governance, Risk & Compliance Assessment and Maturity Assessment:** Our team will help you assess your cybersecurity posture against industry leading benchmarks (NIST, ISO, etc.).
- **Continuous monitoring & Alerting:** We provide Tier 1 to Tier 3 analyst support to triage and prioritize the alerts/events from your OpenText Core Threat Detection and Response solution.
- **Managed Threat Hunting:** Our team proactively hunts for advanced persistent threats, looking for abnormal behavior missed by your existing security controls
- **Security Testing:** Our team will conduct quarterly vulnerability assessments and regular penetration tests, identifying gaps and providing recommendations to strengthen your security posture.
- **MxDR/XDR as a Service:** Extend your security operations capabilities with full-service ingestion, monitoring, detection management, analysis, alerting, response, and recovery activities.
- **Incident Response & Retainer:** Use OpenText DFIR services to quickly identify, contain, and remediate cyber incidents, minimizing their impact.
- **Cyber Resilience Program:** Choose from a complete catalog of offerings to drive better cyber readiness and resilience. We offer both short term engagements and yearly programs to extend your coverage.

Choosing an OpenText Managed Security Services Package will enhance the effectiveness of your security operations by optimizing your OpenText Core Threat Detection and Response solution, improving security operations and accelerating time to value.

	Essential Insider Security Package	Proactive Insider Security Package	Elite Insider Security Package
OpenText Core Threat Detection and Response	✓	✓	✓
Cyber Concierge + Core Threat Detection & Response Engineer	✓	✓	✓
Onboarding & Implementation Project Management	✓	✓	✓
Governance, Risk & Compliance; Maturity Assessment	✓	✓	✓
Continuous Monitoring & Alerting		✓	✓
Managed Threat Hunting		✓	✓
Security Testing		✓	✓
MxDR/XDR as a Service			✓
Incident Response & Retainer			✓
Cyber Resilience Program			✓

Security reimagined with OpenText Core Threat Detection and Response

Risks identified, threats stopped, business protected

Enhanced Visibility

Uncover abnormal behavioral risk throughout the organization

Microsoft Security Integrations

Do more with the security data you already collect

Accelerated Detection

Detect advanced threats quicker and respond faster

Built for Defenders

Purpose built to help SOC teams catch advanced threats early

Leverage the Power of AI

Improve efficiency and reduce dwell time with context rich AI insights

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