Consolidating a managed security offering

How did KryptoKloud optimise their managed security offering with WithSecure™ Elements?

Company
KryptoKloud

Country
UK

Industry
Information Technology,
Managed Service Provider

KryptoKloud has a long history of offering cyber security consultancy services and has more recently expanded their managed security services business. They set out to find solutions that complement their consultancy business but ran into issues with initial vendors. Subsequently, they now partner with a selection of vendors who support them in their first class managed security services offering. KryptoKloud and WithSecure™ maintain a mutually beneficial partnership centered on technology and ongoing support.

"Wherever possible we like to provide the all-encompassing solution that is available through WithSecure™ Elements"

Adam Matthews, Lead Analyst at KryptoKloud

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Joining forces

KryptoKloud offers their customers operational managed services including security monitoring and incident response as well as a full portfolio of compliance, governance, audit & cyber insurance solutions. In particular, the KryptoSOC 360 Advanced Threat Detection and Response XDR Platform simplifies enterprise security by providing a holistic answer to an organisation's prevention, detection and response needs.

This solution was introduced by KryptoKloud to fill a gap they had spotted in the market. Through their consultancy business they had performed numerous risk audits and made recommendations to customers for areas of their security that needed addressing.

These customers were typically medium-sized businesses with around 500-600 employees. Large enough to have an IT security team but very often lacking in resource. At this scale the companies' infrastructure tended to be quite diverse and

complex and the in-house teams were subsequently stretched to capacity.

KryptoKloud saw the opportunity to offer these companies a consolidated managed security service on a 24/7 basis. They already had experience working with Endpoint Detection and Response (EDR) vendors but had found them lacking in key areas such as deployment options, multi-tenancy models and most notably partner interaction and support.

Lead Analyst Adam Matthews recalls the challenges of trying to get support from some of the vendors they previously worked with, including unresponsive customer service and delayed response times.

When engaging with WithSecure™, partner prioritisation came across at the outset.

"With WithSecure™ we found that in all streams we were immediately impressed with the level of support, from licensing, all the way through to technology support," says Adam.

Superior technology for 24/7 threat hunting

Shared values over partnership provided a strong foundation for KryptoKloud's relationship with WithSecure™. However, they needed to make sure that the solutions they were offering truly lived up to their billing as best-in-class solutions.

"When we started evaluating the solutions we looked at some of the different ratings and metrics and found that WithSecure™ scored highly on AV-TEST," says Adam. In the past decade, WithSecure™ has performed consistently in independent evaluations by AV-TEST.

At first KryptoKloud just looked at endpoint protection and detection and response. They wanted something with the capability to lock down devices for the previously mentioned medium-sized businesses. However, as the partnership with WithSecure™ has deepened they've added additional solutions, "Wherever possible we like to provide the all-encompassing solution that is available through WithSecure™ Elements including Microsoft 365 protection and vulnerability management," Adam explains.

WithSecure™ Elements provides the flexibility and technology needed to adapt to changing threats and business needs. One installer rolls out the suite of solutions that are centrally managed from a single portal. "In practice this has been a really useful element of the offering," says Adam, "Cloud protection takes mere minutes to set up and the granularity of vulnerability management deployment is really good, we can create completely bespoke profiles for all of our clients from a single interface."

The integration of services also greatly improves visibility which has supported KryptoKloud in moving from operating an alert-driven, lead-based service to a proactive threat-hunting service. "We have the ability to identify trends between different organisations and track the frequency and occurrence of suspicious events between different organisations and therefore provide 24/7 threat hunting."

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A mutually beneficial partnership

KryptoKloud's partnership with WithSecure™ has supported an all-encompassing security service suited to smaller and medium-sized organisations. As a closely trusted ally, KryptoKloud has provided WithSecure™ with invaluable feedback regarding the Elements solution. KryptoKloud has also tested new WithSecure™ solutions before they are more widely available, making partner integration a key aspect of the end result.

Such a relationship is mutually beneficial because it allows KryptoKloud to better service its customers' needs while WithSecure™ gets prompt and accurate feedback relating to technology improvements.

The ethos of learning from each other is also highlighted by the fact that KryptoKloud puts all new staff through WithSecure™'s training courses. They also get their new analysts to do both the technical and commercial trainings to make sure they're well briefed on the technology's unique characteristics when explaining it to their clients.

Most recently, WithSecure™'s dialogue with KryptoKloud and other partners has helped accelerate the development of Microsoft SharePoint protection. "SharePoint protection is something we're looking to implement with our clients," says Adam "Demand for it has definitely picked up in the past year as the move to remote working means on-premise environments have become hybrid-focused or moved to the cloud."

This kind of collaboration is possible based on a partnership ethos that highlights the fact that it is only by working together that vendors and service providers can meet the security needs of the vast majority of companies.

" "What we really appreciate about WithSecure™ is that they ask what's missing and what our clients are looking for and then really listen and implement that feedback."

Adam Matthews, Lead Analyst at KryptoKloud

Who We Are

WithSecure™ is cyber security's reliable partner. IT service providers, MSSPs and businesses along with the largest financial institutions, manufacturers, and thousands of the world's most advanced communications and technology providers trust us for outcome-based cyber security that protects and enables their operations. Our AI-driven protection secures endpoints and cloud collaboration, and our intelligent detection & response is powered by experts who identify business risks by proactively hunting for threats and confronting live attacks. Our consultants partner with enterprises and tech challengers to build resilience through evidence-based security advice. With more than 30 years of experience in building technology that meets business objectives, we've built our portfolio to grow with our partners through flexible commercial models.

WithSecure™ is part of F-Secure Corporation, founded in 1988, and listed on the NASDAQ OMX Helsinki Ltd.

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