

# Success Story: SOC & IR Teams Off-Business Hours

## Challenge

The customer is a Brazilian privately held bank, ranking sixth in Brazil's largest sector financial institutions in terms of total assets. The bank is part of the larger Safra Group composed of banks and financial institutions.

As a financial organization the customer is required to monitor its environment in order to identify cyber threats and prevent damages, the bank maintains an in-house SOC for this purpose.

However, the SOC is manned during Brazil's common work hours, and not continuously, so they sought a solution for off-Business hours, 24/7/365.

## Solution

To meet these requirements, Experis Solutions offered a SOC service, to be operated off-business hours, with End2End management.

### The deployment and service included:

- **Technology** – Connecting to current SIEM technology in use in their SOC
- **Monitoring & IR** – Implementing monitoring and alert processes including Intervention Response teams' workflow
- **Experts** – Setting up a team of cyber analysts dedicated to this customer

## Results

Experis Solutions experts are monitoring the customers' systems, dealing with numerous cyber events and mitigating them successfully, moving to "full-alert" mode of 24/7/365 monitoring. This solution has provided the

bank managers peace of mind, knowing the bank assets are always protected .