

**CYBRARY** | FOR BUSINESS

# How Cybrary Empowers High Touch Providers with Scalable Rapid Development

An Inside Look: The Driving Factors Behind Managed Detection and Response

**CASE STUDY**

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## INTRODUCTION

As one of the world's leading Managed Detection and Response (MDR) providers. - headquartered in Ontario, Canada - this company launched in 2008 with a core principle to protect high-risk assets from advanced cyber threats. They accomplish this through the use of machine learning assisted detection in addition to expert human analysis threat hunting. Though their current processes and staff have led them to success thus far, they are not immune to the challenges that many others in the Cyber Security industry face.

The talent shortage is real. As their SOC Quality and Training Manager puts it, "it's nothing unique to us, nor to the industry." This company's security team aims to improve the way they detect threats, respond to incidents, and monitor IT assets for their clients, to keep up with internal demands of the company, their clients, and the hyper-fast moving industry. However, infinitely staffing their Security Operations Center isn't an option. The question they are often faced with is, how can we hire and upskill our teams in a way that "delivers the right content to the right people, at the right time?"

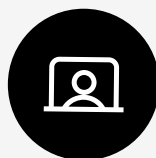
*"We don't have unlimited training time with our people. We have to be creative and deliver training in short, meaningful segments to keep them up to date and able to find malicious activities taking place in environments."*

The manager knows his teams must stay ahead of the curve. "A SOC analyst could go home at 6 pm and the threat landscape could have completely changed by 9 am the next day." Through training and assessment and day-to-day work improvement, they desire to achieve greater employee retention, more staff time spent on critical work initiatives, and increased business opportunity from demonstrated skill improvement.

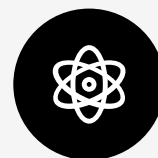
## WHAT THEY ARE LEARNING



**Daily Training**  
Time: 52 minutes



**Most Viewed Course:**  
CompTIA Security+



**Most Engaged**  
**Hands-on Lab:**  
(ISC)2 SSCP



## CHALLENGES

As consultants to larger companies in need of SOC and IT management, this MDR provider is responsible for ensuring that its internal SOC Analysts are up to date and trained to protect their clients from threats. The team manager's primary focus is on learning and development to overcome these obstacles.

*"Malicious actors are dictating what we need to learn and prioritize, and it's changing daily."*

### Talent Shortage

Finding security professionals with the skills required to meet their needs and the client's expectations is a complex process.

### Onboarding and Upskilling

Outside hiring is inefficient. Upskilling existing employees helps maximize internal efficiencies and minimize costs.

### Limited Training Time

Continuous monitoring of client environments makes time away from normal job requirements impractical and inefficient. Traditional classroom or boot camp style training is an antiquated and unscalable solution.

### Securing Digital Transformations

As their clients leverage new technologies, employees must know these technologies, their vulnerabilities, and be able to report back to clients on anything found.

## SOLUTIONS

With an expansive catalog of offerings, Cybrary's platform maximizes the MDR provider's employee onboarding and skill development, and overall productivity and retention. While limiting time away from core responsibilities, team members can get the new day-to-day information they need to stay current with the latest exploits and updates, and they can work toward long term certification goals.

### Training For Every Scenario

Learning and developing skills from the fastest growing catalog in the industry, the provider had confidence in the subject matter training their team needed to tackle the most recent changes to the threat landscape.

### The Right Training for the Right People

Training tailored to regularly used technologies and applications provides each dedicated client team an in-depth understanding of how to handle client needs.

### Getting Employees Customer Ready

By providing critical training during employees onboarding, each technical team will possess the skill level required to work effectively with clients. This predictable outcome provides employees with advancement opportunities based on completed training and demonstrated skills.

*"If a customer demands that anyone touching their systems must have 'X' certification, then we'll get our people prepared for that."*



# CYBRARY

The Security Enablement Company<sup>SM</sup>

**The Largest, Fastest Moving and Fastest Growing  
Catalog in the Cybersecurity Industry.**