

SERVICE DESK + BITSIGHT



Cybersecurity is a top focus for modern organizations. Never has it been more important to perform due diligence and continuously, dynamically monitor risk across the enterprise -- and across the vendor ecosystem. At the same time, it has never been more challenging to identify, quantify, and mitigate risk.

Atlantic Data Security combines its Service Desk offering with market-leading BitSight Security Ratings to address this challenge.

The integrated offering leverages BitSight to provide continuous monitoring, broad measurement, benchmarking, planning and forecasting, and reporting of an organization's internal cybersecurity performance. According to an AIR Worldwide study, improvements in an organization's BitSight Security Rating can reduce the probability of a breach by 20% or more.

In addition, BitSight delivers critical insights into the security posture of third-party vendors in order to mitigate risk proactively and ensure regulatory compliance. The use of BitSight can improve an organization's TPRM program efficiency by up to 75%.

The Atlantic Data Security Service Desk manages and analyzes customers' data driven insights generated by the BitSight Security Ratings to fuel their critical internal security program decisions, guide the assignment of limited resources to problem areas, and enable the efficient identification and assessment of vendors in order to facilitate business opportunities while mitigating hidden risk to the organization.

REDUCE RISK PROACTIVELY WITH ATLANTIC DATA SECURITY SERVICE DESK AND BITSIGHT

Review - Atlantic Data Security Service Desk will perform a regular review of the daily BitSight Security Ratings to identify trends and potential risks or vulnerabilities, and security performance against goals.

Report - Once trends and/or potential issues are identified, Atlantic Service Desk will summarize and report these findings to the customer prioritized based on performance, risk, and alignment to risk tolerance.

Remediate - Atlantic Service Desk will assist the customer with any identified remediation, helping prioritize the issues or risks that require the most attention, discuss potential impacts, and verify changes to address issues/risks.

Maintain - Atlantic Service Desk will perform routine maintenance of the BitSight service such as ensuring service efficiencies, customizing dashboards/reporting, and adjusting levels to reflect changes in goals or strategy.

Atlantic Data Security's Service Desk provides a remote team for our customers to assist with daily review, maintenance and management of their security assets.

Our desk is staffed by a pool of security engineers with variable skill sets, abilities, and experience. We size our customer virtual teams by mapping daily expected demand and anticipated work load to the skills required. Team members can vary throughout the relationship depending on what specific activities are in play.

Because Service Desk is not Staff Augmentation, customers aren't limited to an individual with specific skills, but instead, get a pool of talent which can be adjusted as needs change.

The daily Service Desk team is augmented by Atlantic Data Security's most senior subject matter experts who are brought to bear for extremely challenging or technical issues.