DATASHEET

Concierge Experience

Harden Your Security Posture. Programmatically. Continuously.

The Arctic Wolf Concierge Security Team (CST) works with organizations to proactively harden their environments and mitigate cyber risks and amplify resilience.

Focus

Arctic Wolf's Concierge Experience is designed to identify and target specific best practices, risks, and/or threats that are of the highest interest for your organization. Working with your CST, you can focus on malware, business email compromise, or ransomware hardening or conducting attack surface configuration reviews, and much more.

Mitigate

In partnership with your CST, establish a Security Focus and work on mitigating risk by hardening and configuring your environment via a sequence of Security Posture in-Depth Reviews (SPiDRs). Each SPiDR is designed to be actioned quickly and easily, enabling your organization to incrementally and successfully improve your security posture. You can even run SPiDRs yourself to maximize the benefits.

Adapt

Concierge focuses on understanding what matters most to your business today and tomorrow as the threat landscape changes. Whether that's protecting critical assets, improving resilience, meeting compliance requirements, or supporting strategic growth and aligning security efforts accordingly, Concierge adapts to help you as challenges change.

Security Expertise On-Demand

Your Concierge Security Team act as strategic advisors to help harden your environment and proactively mitigate risk, generally available 8 a.m. to 5 p.m. in your time zone.

You always have 24x7 access to members of the Arctic Wolf Security Team by calling into the SOC (find the number at **arcticwolf.com**) or sending an email to **security@arcticwolf.com** to help answer any immediate questions you may have.

Amplify the Value of Penetration Tests

Your Concierge will work with you to ensure you maximize the value of a penetration test (pen test) by proactively strengthening your security posture against common TTPs.

In response to pen tests, work with your Concierge to evaluate the results and determine mitigation strategies to maximize security efficacy.

Custom Reports

Create custom reports in the Unified Portal from your saved dashboards. You can set the frequency, time sent, and who receives the report. If you need help to interpret or create reports or dashboards, reach out to your Concierge for assistance.

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Key Features

Programmatic Security Posture Hardening

Programmatically improve your security posture and harden your environment with a Security Focus designed with your CST to target your most pressing security needs.

Experts Who Know Your Context

With Arctic Wolf, not only do you get the foundational tools and technology you need to respond to threats, but you also get security experts who help you operationalize those tools and tackle ongoing security questions.

Designed for Adoption and Implementation

Easily consumed Security Posture in-Depth Reviews are designed to support your organization incrementally, improve your security posture, and harden your environment.

Complete Security Operations Approach

Like our open XDR architecture, your Concierge will help you harden across attack surfaces no matter what your current security technologies include. They support for firewall configuration, cloud app configuration, policy best practices, and much more across tools and vendors.

Set the Pace for Your Security Organization

The Arctic Wolf Concierge Security Team works with organizations to proactively harden their environments and mitigate cyber risks via the Security Focus program. With Arctic Wolf, you can select the engagement type that best suits the needs and pace of your organization's security team.

ALL TIERS

- Named Security Team
- 24x7x365 SOC Support
- Escalation Follow-up
- Reporting Support
- Self-Serve SPiDRs and Insights

SILVER

Up to 4 Scheduled Security Touchpoints focused on delivering core security activities to achieve core security outcomes.

Silver SPiDR Library

Core security activities to drive the necessary actions required to achieve basic security outcomes

EXAMPLES:

- Security Best Practices
- CSPM Assessment
- Pentest Response
- Breach Recovery

GOLD

Up to 12 Scheduled Security Touchpoints focused on delivering advanced activities to support your organization's outcomes.

Gold SPiDR Library

Advanced security activities for teams looking to take a more active approach to hardening their environment

EXAMPLES:

- Threat & Attack
- Compliance Assessment
- Ransomware Hardening
- BEC Hardening
- Silver Library

PLATINUM

Up to 18 Scheduled Security Touchpoints focused on accelerating your organization's strategic goals and driving positive value.

Platinum SPiDR Library

Tailored experiences for technology migration and high-touch ongoing proactive improvement

EXAMPLES:

- Anomalous Traffic Analysis
- Purple Team Exercise
- Decoy
- Data Exfil Hardening
- Focused Tailoring
- Silver and Gold Libraries

ARCTIC WOLF

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