

# VULNERABILITY MANAGEMENT IS THE KEY TO A STRONG DEFENSE.

CDW Amplified™ Information Security Vulnerability Management Services



In 2022, more than 23,000 new vulnerabilities were reported by NIST, and 17,000 of these were documented as critical. Many organizations have a significant backlog of unaddressed vulnerabilities, which attackers are quick to target. Prioritizing and managing these vulnerabilities can be very time consuming and require a skill set that is hard to obtain and keep on staff. While most organizations have made significant investments in vulnerability management tools, configuring these tools, building a knowledgeable team to manage them and designing effective reports remain big challenges. Unfortunately, most organizations are not seeing the ROI they want from these solutions.

Vulnerability Management Services can help you achieve:

 **Increased Performance**       **Reliability**       **Reduced Risk**

## Orchestrating the Right Solution

An optimized vulnerability management program, designed and supported by security experts, enables organizations to eliminate backlog, address threats quickly and efficiently, and protect from attacks. CDW's Vulnerability Management Services help customers evaluate their current program and tools, identify opportunities for improvement, develop strong processes and policies, and seamlessly manage their program.

Our goal is to equip customers with the technology, processes and people needed to run and manage a high-powered vulnerability management program. Each of our services addresses these three areas, ensuring tools are optimized, processes are streamlined and effective, and the right skill sets are available. To this end, CDW provides vulnerability management program assessment, design and deployment services, helping customers at every stage of vulnerability management maturity.

 <b>Vulnerability Management Assessment</b>  A full analysis of your current VM program's capability and maturity	 <b>Vulnerability Management Design</b>  A seamless design for a VM program that reflects your desired level of maturity	 <b>Vulnerability Management Deployment</b>  A complete build-out of a risk-based VM program tailored to your needs
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CDW's full lifecycle of Services can support your organization no matter where you are on your journey



## CDW + VULNERABILITY MANAGEMENT

CDW can deliver solutions to address all of your vulnerability management needs due to our:

### Security Expertise

- Our Vulnerability Management team performs many security services, including tool configuration, development and deployment, refining scanning processes, improving reporting, remediation, compliance benchmarking, tool management, zero day guidance and team training.

### Technology Experience

- The CDW team has experience with the top vulnerability management and security technologies, including Rapid7, Tenable and Qualys, providing custom configuration, deployment and management services.

### Certified Professionals

- Our team has more than 20 years of combined experience managing, developing and deploying enterprise vulnerability management programs within the medical, financial, government and manufacturing industries and more. They have deep understanding of the most popular tools on the market along with first-hand experience implementing industry frameworks such as ISO, NIST and HIPAA.



## Services Overview

The following elements are available as part of CDW's Vulnerability Management Service:

Service	Available
<b>Assesment</b>	
Complete review of Vulnerability Management (VM) policy and processes	✓
Complete review of VM technology stack	✓
Complete review of remediation processes, including ticketing and tracking	✓
Complete review of metrics and reporting capability	✓
Assessment of current vulnerability data	✓
<b>Design</b>	
Define or update policy to reflect business needs and regulatory context	✓
Define or improve processes for identification, remediation and reporting	✓
Recommend tooling and integration/automation	✓
Develop risk-based asset/software categorization and tagging	✓
Establish processes for EOL systems	✓
Develop guidance for remediation, including urgent (out-of-band) or zero-day mitigation	✓
Recommend vulnerability intelligence	✓
<b>Deployment</b>	
Build, (re)deploy and configure Vulnerability Management tools	✓
Conduct system and host compliance benchmarking	✓
Build integration and automation between technology components	✓
Develop or refine reporting capability	✓
Train staff and develop technical guides	✓
<b>Expert Support</b>	
Execute vulnerability management function on behalf of customers	✓
Augment existing staff with seasoned experts	✓

## CUSTOMER SUCCESS STORY

**Organization:** Large healthcare provider network

**CHALLENGE:** Because of an exceptionally large and complex IT environment, the customer engaged CDW to design, implement and ultimately manage its vulnerability management program. The customer endeavored to dramatically reduce the total number of vulnerabilities, expand scanning coverage, reduce scanning time and improve governance over the program through formal policy and process adoption.

**SOLUTION:** CDW led a formal overhaul of the vulnerability management program for the healthcare network. We documented the current state of the program, baselined key metrics for tracking program success and improvement, and developed a roadmap for program optimization and long-term management. Additionally, CDW implemented and optimized scanning tools and developed process documentation to support their ongoing management. We also established and improved reporting techniques to measure risk reduction based upon remediated vulnerabilities.

**RESULT:** CDW supports the vulnerability management program as a managed service, enabling the organization to operate the program without overburdening internal resources. The customer has seen dramatic improvements in KPIs associated with its vulnerability management program, including:

- Improved scan coverage from an estimated 60% to 90% and growing.
- Reduced an estimated 10 million vulnerabilities to below 1 million.
- Reduced the time to scan the whole environment of over 70k assets from one month to one week.
- Reduced remediation turnaround from several months to days, on average.

**To learn more about Vulnerability Management Services, contact your account manager or call 800.800.4239.**

