



SecureWorks



The Dell SecureWorks difference

Dell SecureWorks is the leading Managed Security Services Provider with thousands of customers and tens of thousands of devices managed and monitored around the world. We are the clear choice for any security team seeking to enhance their security posture and improve overall security operations efficiency.

Dell SecureWorks is able to help enterprises achieve these goals by delivering a tightly integrated suite of Managed Security Services to provide a truly effective solution. The following factors are fundamental to delivering a superior level of service and differentiate Dell SecureWorks from other participants in the Managed Security Services market:

- Advanced, vendor-neutral technology platform delivers immediate integration with enterprises' current and future security infrastructure
- Global visibility and superior threat intelligence keeps customers protected from the latest emerging threats
- Total Attack Context virtually eliminates false positives
- In-depth event analysis by true security experts ensures accurate threat assessments
- OPEN Service Delivery provides real-time enterprise security vision and service transparency
- Industry-leading customer Portal delivers real-time, enterprise-wide views of your security posture
- Fully redundant Security Operations Center infrastructure enables us to never miss a security event, even if disaster strikes
- Co-Managed approach keeps you in control

These differentiators combine to enable Dell SecureWorks to consistently meet and exceed our customers' expectations. This focus on effective service delivery can be illustrated by our industry-leading customer renewal rate of more than 97%. The following describes each differentiator in more detail to illustrate how each contributes to making Dell SecureWorks the best Managed Security Services Provider for your enterprise.

Advanced Sherlock security management platform

The Dell SecureWorks Sherlock Security Management Platform™ is the foundation to our ability to deliver the most effective service in a scalable fashion. This purpose-built, scalable platform was created from the ground up to be able to support the monitoring of any critical information asset for the detection of both known and unknown threats in real time. The platform is completely vendor neutral and can unobtrusively integrate with any critical asset immediately. Additionally, by having our own technology platform we have the ability to make any development changes necessary to adapt to the evolving security needs of our customers. The Sherlock Security Management Platform enables Dell SecureWorks to offer our customers the most complete threat management coverage in the industry.

Global threat intelligence

Monitoring thousands of customers in more than 70 countries provides Dell SecureWorks with unique visibility into the evolving threat landscape. Our elite team of security researchers, the Counter Threat UnitSM, has hundreds of formal and informal relationships in the security industry and is one of the most recognized teams of security researchers in the world. Their expertise is frequently sought by government agencies, Fortune 500 enterprises and media outlets as they are often among the first to identify and understand emerging threats and new attack techniques. This applied research directly benefits our customers by ensuring they are always protected from the latest threats.

Total attack context

A key reason customers engage a Managed Security Service Provider is to help them find the true security events hidden in the mass of data being generated from their security infrastructure. Unfortunately, most providers act as nothing more than a bell-ringing service as they escalate events without ever doing analysis. Dell SecureWorks' Total Attack Context solves this problem by integrating all the threat information available. Threat information encompasses security events including packet information, device configuration information, security intelligence and vulnerability scanning results. The Sherlock Security Management Platform is designed to tightly integrate with the customer's security environment through standard protocols and native APIs. This enables Dell SecureWorks' Intrusion Analysts to not only see the security alert, but also the full

packet information, which is critical to properly analyze an event. Additionally, the platform will correlate events to vulnerability scanning information. This provides the Analyst with the knowledge that an event is occurring and that the targeted system is or is not vulnerable to the particular attack. Total Attack Context enables Dell SecureWorks' Intrusion Analysts to virtually eliminate false positives and only escalate true security threats to the customer.

In-depth analysis by true security experts

Dell SecureWorks is the only Managed Security Services Provider to require 100% of our Security Analyst team to obtain SANS' GIAC Certified Intrusion Analyst (www.giac.org) certification. This rigorous, highly technical certification provides our Intrusion Analysts with in-depth incident analysis training. All Security Operations Center personnel are required to obtain this certification within 90 days of employment in order to ensure they have the advanced incident analysis skills they will need when monitoring customers' security environments. Experience is another key characteristic of our Intrusion Analyst team. Dell SecureWorks' average Analyst tenure is more than three years. The scalability delivered by our platform enables Dell SecureWorks to hire at a slower rate than most of our competitors allowing us to build and maintain a team of senior Analysts that have handled thousands of critical incidents for our customers. Having an experienced and knowledgeable team of true security experts on staff ensures our Analysts accurately assess and respond to any critical incident discovered across our customer base.

OPEN service delivery

Dell SecureWorks pioneered the methodology of OPEN Service Delivery for Managed Security Services and is the only provider that leverages this methodology as a process for continual improvement and to facilitate a partnership with its customers. OPEN service delivery creates a "glass house" where customers gain real-time enterprise security vision and service transparency. Service delivery in this manner enables Dell SecureWorks to act as a true extension of our customers' security team to achieve effective Threat Management. A fundamental component to OPEN Service Delivery is the Customer Portal. This real-time Portal enables our customers to see all the activity in their environment and what we are doing to protect them. The Portal and other components of OPEN Service Delivery allow us to demonstrate our value to customers every second of every day.

Industry-leading customer portal

Industry analysts and customers alike have recognized Dell SecureWorks' Customer Portal as being the best in the Managed Security Services market. This secure, web-based interface provides customers with a real-time, enterprise-wide view of their security environment. Throughout the Portal there are a variety of pre-built reports clearly illustrating security incidents, threat information, vulnerability exposures, and the status of response and remediation efforts. Additionally, you will find trending analyses and comparative analyses that will enable you to view the status of your security posture over time and compare it to Dell SecureWorks' other customers. The Portal also enables you to demonstrate compliance with various regulations and programs including Sarbanes-Oxley, Gramm-Leach-Bliley, PCI DSS, HIPAA, NERC-CIP and others. Through the Portal you will be able to generate on-demand pre-built or custom reports that will provide the information you need to show auditors that your internal controls are operating in an effective manner. The Dell SecureWorks Portal will provide you with the powerful, real-time analytics you need to make better security decisions and demonstrate an improvement in security.

Five integrated security operations centers

Managed Security Service Providers have an obligation to customers to never miss a security incident, even when disaster strikes. Dell SecureWorks' Managed Security Services are delivered from our five integrated Security Operations Centers located in Atlanta, Ga., Chicago, Ill., Myrtle Beach, S.C., Providence, R.I., and Edinburgh, Scotland. These centers integrate seamlessly to provide continuous operations with all locations staffed and fully functional around-the-clock every day of the year. State-of-the-art video conferencing and voice communication technologies, as well as instant communication tools, enable tight

collaboration between our certified teams of Security Analysts at our multiple locations. Each of the locations are completely self-sufficient and operate from carrier-grade facilities that have redundant ISP connections, backup power generators and redundant systems to maintain service delivery for all customers without additional support. Should a Center ever go offline, our Analysts will never miss a security event and absolutely no downtime will occur. This architecture, designed from the ground up, ensures that Dell SecureWorks will always deliver on our obligation to never leave our customers' IT environment unprotected from attacks.

Co-management approach

Dell SecureWorks' security device management services are delivered in a co-managed fashion that will keep you in control of your security infrastructure. Whether we are managing your Intrusion Detection, Intrusion Prevention and/or Firewalls, you will always retain administrative rights. This approach further fosters the partnership necessary to deliver true protection through effective Managed Security Services. Dell SecureWorks provides the most flexible service delivery options available and will tailor our offerings to meet the needs of your security team.

About Dell SecureWorks

Dell Inc. (NASDAQ: DELL) listens to customers and delivers worldwide innovative technology and business solutions they trust and value. Recognized as an industry leader by top analysts, Dell SecureWorks provides world-class information security services to help organizations of all sizes protect their IT assets, comply with regulations and reduce security costs.

For more information, visit <http://www.secureworks.com>

