Trustwave®

Managed Security Services Provider

EVALUATION CHECKLIST

	Trustwave	Provider A	Provider B
Global Reach			
Is the MSSP truly a global provider with real-time visibility into emerging threats anywhere in the world	✔	❏	❏
Does the provider have a large, diverse customer base upon which to pull from in developing its threat intelligence on emerging threats	✔	❏	❏
Does the provider efficiently leverage that threat intelligence into both its security solutions as well as its services effectively on the customer's behalf in near real time	✔	❏	❏
Security Expertise			
Is the MSSP and its security teams recognized world-wide as industry experts in cybersecurity	✔	❏	❏
Do the security analysts and consultants employed by the MSSP hold advanced security certifications such as CISSPs, QSAs or SANS certifications	✔	❏	❏
Does the MSSP have experienced incident response handlers who can work remotely on your behalf or come onsite with short notice to support you during a breach scenario	✔	❏	❏
Lifecycle Portfolio			
Does the MSSP's portfolio of services cover all of your current and future needs – spreading your security across multiple providers typically does not work and shatters the single pane of glass you need for 360 degree visibility into your security operations, status and outcomes	✔	❏	❏
Are the services offered by the MSSP flexible enough to be configured and optimized to support your business operations, risk tolerance and compliance needs	✔	❏	❏
Does the MSSP have the flexibility to manage your existing security investments if appropriate	✔	❏	❏
Actionable Security Portal			
Does the portal produce meaningful alerts with a minimum of false positives that can be followed up on by the customer or the provider	✔	❏	❏
Does the portal provide visibility into all of the services you've contracted for and their status	✔	❏	❏
Does the portal provide useful reports for executive information or compliance reporting	✔	❏	❏
Advanced Threat Detection			
Does the MSSP offer a robust portfolio of advanced threat detection services within the network as well as a diverse set of endpoints (fixed, mobile, cloud)	✔	❏	❏
Does the MSSP offer optional response and/or remediation services to assist you once a threat has been detected	✔	❏	❏
Does the MSSPs service include frequent updates for signatures or behavioral anomalies which detect the latest potential indicators of compromise	✔	❏	❏
Customer Focus			
Is the MSSP experienced in your lines of business, understand the needs of small and mid-sized customers and their challenges	✔	❏	❏
Does the MSSP have flexibility in customizing solutions & SLAs to your businesses' needs, not the providers needs	✔	❏	❏
Is the MSSP easy to do business with, have simple, straight forward service levels and contracts that include early opt out clauses if you are unhappy for any reason with service delivery	✔	❏	❏