



Product Brochure

Singtel Managed Security Services

Delivering holistic end-to-end protection and cyber security education to the enterprise

Singtel provides end-to-end managed security services encompassing threat monitoring and response, security device management, and cyber security education to help strengthen the enterprise's cyber resilience and deliver holistic protection, ensuring that the network, assets and data are protected round-the-clock.

Singtel Managed Security Services

Enterprise challenges

Cyber security presents a growing challenge as enterprises transform themselves digitally, inadvertently creating cyber security gaps. At the same time, adopting new hybrid work arrangements has increased cyberattacks targeting remote workers¹.

According to a Gartner report², 60% of knowledge workers are remote, and at least 18% will not return to the office. This, together with the greater use of the public cloud, exposes new attack surfaces and leaves enterprises more vulnerable to threats.

With these developments, many enterprises find cyber security becoming too complex to navigate, especially when they face a chronic shortage of expertise. At the same time, resources are stretched by the need to adopt innovative technologies to optimise cost and productivity while staying cyber resilient.

To defend themselves under these pressures, enterprises must find a way to protect their network, data and assets 24/7 and safeguard their hybrid workforce with end-to-end protection that covers all security gaps.

Partnering enterprises towards a cyber-resilient future



We stand by with your business through your digital transformation journey

-  Securing your hybrid workforce anytime, anywhere
-  Protecting your network, data and assets 24/7
-  Strengthening your proactive security stance
-  Upgrading professional cyber security skills within your organisation

Singtel Managed Security Services

Singtel offers a holistic suite of Managed Security Services (MSS) with cutting-edge technologies to address complex security requirements, and education and training programmes to improve cyber security awareness and capabilities across the enterprise.

Our Advanced Security Operations Centre (ASOC) manage security devices and systems using best-of-breed technologies and provides access to advanced threat-hunting expertise to monitor and respond to threats. The services can be customised or localised to meet the enterprise's cyber security requirements.

¹VMWare, Singapore Security Insights Report, 2021

²Gartner, 7 Top Trends in Cybersecurity for 2022, 2022

Our products and solutions

| Suite of products offered | | |
|--|---|--|
| Managed Threat Detection (MTD) | Managed Security Platform (MSP) | Managed Detection & Response (MDR) |
| <ul style="list-style-type: none">Managed monitoring with intelligence | <ul style="list-style-type: none">On-premisesCloud | <ul style="list-style-type: none">Extended detection in network and end points with threat hunting |
| Singtel Advanced Security Operations Centre (ASOC) engineering for threat modelling & custom use case development | | |
| Singtel Cyber Security Institute for security awareness & training | | |

Features



Managed Threat Detection

- Monitors Security Information and Event Management (SIEM) systems to detect malicious threats or intrusion
- Collects and analyses system and security events data from PCs, servers, system logs, applications, networks, and security software and devices
- Recommends measures to mitigate threats



Managed Threat Detection and Response

- Delivers 24/7 threat monitoring and response via a single pane of glass
- Leverages global threat intelligence sources, Singtel cyber threat intelligence, custom rules, collected logs and events for events triage with advanced security analytics
- Assesses the level of risk and determines containment actions
- Delivers timely notification of threats
- Proactively improves security posture by ingesting event logs into SIEM, threat intelligence sources and vulnerabilities



Managed Security Devices

- Continuous management and updating of security tools, applications and infrastructure, whether on-premises or in the cloud
- Adaptive security with timely policy reviews and tuning of security devices to optimise their effectiveness, achieve greater accuracy and reduce false positives/negatives
- Encompasses change management, policy management, user account management and technical support
- Mitigates threats with troubleshooting, fault escalation and remedial actions

Benefits



Ensures a holistic approach to security

- Strengthens the enterprise's security posture with collaborative expertise, advice and testing.
- Delivers a consolidated real-time view of the threat landscape in one dashboard
- Provides access to global threat intelligence and insights
- Enhances protection, detection, response and recovery by integrating telco security and data analytics into managed security services.
- Improves cyber security awareness and professional cyber security expertise within the enterprise



Provides end-to-end protection

- Simplifies security with one point of contact for operations and escalation
- Delivers protection for the extended enterprise, including its hybrid workforce and cloud-based resources.
- Protects the network, assets and data with cutting-edge managed cyber security services and technologies.
- Ensures faster breach detection and response with 24/7 global threat monitoring
- Provides timely alerts for potential cyber threats
- Provides timely access to support, for example, for investigation or penetration testing.



Provides access to elite security expertise

- Provides access to different tiers of elite cyber security expertise
- Threat intelligence analysts analyse cyber posture, cyber threat intelligence and malware, improving situational awareness, threat detection and response.
- Security analysts and engineers carry out vulnerability analysis, coordination and response, SIEM monitoring and management, and configure and maintain security tools, applications and infrastructure.
- Analysts monitor alerts and notifications, manage incident analysis and response, provide remote support on-site, and configure and maintain security tools, applications and infrastructure.



Reduces security costs

- Reduces IT security overheads with managed services model
- Cost-effective way to augment existing security capabilities, whether on-premises, in the cloud or a hybrid environment.

Why Singtel



Strong track record

- Secure digital transformation of enterprises from end to end with Singtel's trusted telco services and cyber security expertise



Expertise

- Elite cyber security team with global presence and local capabilities to deliver advanced proactive and adaptive cyber security services and threat hunting



Industry-leading SLA

- Industry-leading service level agreements with 24/7 continuous threat monitoring and response
- Predictive analytics with extensive contextual intelligence



Holistic services

- Holistic managed security services, consultancy and advisory services
- Best-of-breed ecosystem of strategic partners
- End-to-end security capabilities encompassing telco and network security services

About Singtel

Singtel is Asia's leading communications technology group, providing a portfolio of services from next-generation communication, 5G and technology services to infotainment to both consumers and businesses. The Group has presence in Asia, Australia and Africa and reaches over 770 million mobile customers in 21 countries. Its infrastructure and technology services for businesses span 21 countries, with more than 428 direct points of presence in 362 cities.

For consumers, Singtel delivers a complete and integrated suite of services, including mobile, broadband and TV. For businesses, Singtel offers a complementary array of workforce mobility solutions, data hosting, cloud, network infrastructure, analytics and cyber security capabilities.

Singtel is dedicated to continuous innovation, harnessing technology to create new and exciting customer experiences and shape a more sustainable, digital future.

For more information, visit www.singtel.com

For more information

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