Executive Overview

Founded in 1997 and headquartered in Raleigh, NC, SilverSky has over 350 employees and is a dedicated security provider with a comprehensive suite of services. Specializing in managed security solutions, SilverSky offers capabilities from penetration testing to Managed Extended Detection and Response (MxDR).

Known for its analytical approach and commitment to compliance, SilverSky is one of the few financially audited security providers in the Avant portfolio, underscoring its regulated and trusted status within the industry. As one of Fortinet's largest and oldest platinum partners, SilverSky brings extensive expertise and a strong legacy to its partnerships, providing robust security support to clients across various industries.

Product & Service Offerings

- Professional Services
  - Pen testing
  - Gap assessments
  - Control assessments
  - PCI QSA Audits
  - Vulnerability scan
  - V'CISO
- Managed Services
  - Network: Fortinet
  - Endpoint: SentinelOne, Cynet, and Microsoft Defender for Endpoint
  - Email: EPS, Mimecast, Ironscales
  - Vulnerability management
  - Multi-factor authentication: Duo
  - Training and awareness: Knowbe4
  - Microsoft Defender suite
  - SIEM
- Strategical Services:
  - SilverSky Lightning Managed extended Detection and Response (MxDR)
  - SilverSky Managed extended Detection and Response (MxDR) for Microsoft

Sales Engineer Take On Best Fit

MSSP that came out of DoD program and has an authority to operate within the United States Government. Offering MDR services with

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an open API integration into their own SIEM. They have been doing ML / AI anomalous behavior detection longer than most MSSPs. Their professional services are solid but their managed services are better. They have a 30m direct call SLA of any critical case creation and they offer a co-managed option. They went to market targeting other MSP/MSSPs as an option to white label SilverSky's services. They also focus on the CMMC government contractors. They have since pivoted and can support customers from the SMB space all the way to Enterprise but they have to utilize SilverSky's proprietary SIEM (not bring your own).

-Rick Mischka, Cybersecurity FSE

Key Features & Differentiators

- SilverSky's **vendor-neutral delivery model** is designed to meet organizations where they are by leveraging their existing security investments. Regardless of vendor, we can ingest data from all major security technologies, from firewalls, endpoint detection systems, public cloud, identity, and more, allowing us to deliver comprehensive analytics and advanced threat detection without requiring clients to overhaul their infrastructure.
    - Additionally, we are continually expanding our capability to perform response and remediation actions across diverse environments through API-driven integrations. This means we don't just detect threats — we can act on them by isolating compromised hosts, blocking malicious traffic, or taking other remediation steps, seamlessly integrated with the technologies our clients already have in place. Our goal is to deliver a flexible and efficient security solution that maximizes your current tools while elevating your overall security posture.

- SilverSky's **strong security operations pedigree** is built on decades of expertise, including our co-development work with the U.S. Department of Defense. This unique experience allows us to go beyond traditional security tools and pull in data from across the entire business — from network activity to user behavior and even non-technical sources like business operations data. This holistic approach significantly enhances our detection capabilities by providing broader context and deeper insights into potential threats.
    - At the core of our offering is the award-winning DARPA analytics platform we helped develop. This advanced technology was designed for the most demanding environments, like those required by the DoD, to detect even the most sophisticated threats. By applying these battle-tested analytics to the commercial space, we're able to deliver exceptional threat intelligence and proactive security operations, ensuring comprehensive protection for our clients.

- As a **highly regulated US-based company** with over 4,000 clients and 300+ resources worldwide, SilverSky has the scale and expertise to support organizations of all sizes. Whether you're a small business or a global enterprise, our team is equipped to tailor solutions that meet your unique security needs. We work across diverse industries, from healthcare to finance and defense, and we excel at navigating complex compliance landscapes like HIPAA, CMMC, and PCI.
    - Our global reach allows us to provide around-the-clock support and leverage resources strategically, ensuring that our clients receive responsive, high-quality service no matter where they are located. Whether through managed services, consulting, or advanced threat detection, we deliver flexible and scalable security solutions that fit any organization's requirements.

- SilverSky's **robust services portfolio** is designed to help clients improve their security postures and meet compliance requirements without forcing them into a traditional rip-and-replace model. We understand that organizations have already made significant investments in their existing security infrastructure, and our goal is to complement those investments rather than

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replace them.

- Our portfolio spans a wide range of managed services, from threat detection and response to compliance consulting, all aimed at enhancing the capabilities that clients already have in place. By integrating seamlessly with current tools and systems, we enable a partnership of growth where we build on what's already working. This approach not only optimizes security but also fosters long-term collaboration, allowing clients to scale their security posture efficiently as their needs evolve.

Top Industries Served

- Other

Ideal Customer Profile

SilverSky offers a wide range of services designed to complement the unique needs of organizations, from small businesses to large enterprises. Whether a company requires targeted security technology, compliance support, or full-scale managed security operations, our flexible portfolio ensures we can provide the right solution. We're also highly effective at partnering with MSPs, offering cybersecurity services that seamlessly integrate into their offerings, allowing them to deliver top-tier security without needing to build in-house expertise.

Our ideal customer profile includes:

- **SMB to SME Organizations (100 to 8,000+ employees)**: Businesses of all sizes seeking scalable cybersecurity solutions tailored to their growth and risk profiles.
- **Small IT Teams**: Companies with limited IT resources that benefit from fully managed or co-managed security services to bolster their in-house capabilities.
- **Compliance-Driven Industries**: Organizations operating under strict regulatory frameworks like HIPAA, PCI, or CMMC, requiring expert support to meet and maintain compliance.
- **Flexible Security Needs**: Whether they need specific security technology or full-service cybersecurity management, clients can count on SilverSky to deliver solutions that integrate with their existing infrastructure and future plans.

This approach fosters long-term partnerships, allowing us to scale and adapt alongside our clients as their cybersecurity needs evolve.

Qualifying & Technical Questions

1. **Are any of your security products or services approaching their renewal date?**
    1. *Identifies opportunities where SilverSky can offer alternatives or enhancements to their current solutions.*
2. **Are any members of your IT team dedicated specifically to security issues, and if not, how long does it typically take them to review and respond to security events?**
    1. *Determines if the organization has dedicated security personnel or if security responsibilities are handled alongside other IT tasks. This helps gauge the potential need for SilverSky's managed or co-managed security services to ensure timely and effective threat management.*
3. **What are your primary cybersecurity challenges or pain points at the moment?**
    1. *Identifies the specific issues they face, allowing you to align SilverSky's solutions with their needs.*
4. **Are you subject to any specific regulatory compliance requirements, such as HIPAA, PCI, or CMMC?**
    1. *Ensures that SilverSky's compliance expertise is relevant to their needs.*

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5. **How do you currently manage your cybersecurity operations? Do you use any existing security technologies or services?**
    1. *Reveals their current setup and how SilverSky can complement or enhance their existing systems.*
6. **What is your current approach to threat detection and response? Are you satisfied with it?**
    1. *Assesses if they need SilverSky's advanced detection and response capabilities.*
7. **Are you looking to integrate new security technologies, or do you prefer to enhance your existing tools and systems?**
    1. *Helps identify if they need a complete overhaul or a solution that integrates with their current infrastructure.*
8. **Do you work with any managed service providers (MSPs), and if so, how do you envision a partnership with SilverSky fitting into your existing relationships?**
    1. *Explores potential synergies with MSPs and how SilverSky can complement their current partnerships.*
9. **What is your preferred method for managing security — do you prefer hands-on management, or are you looking for a fully managed solution?**
    1. *Determines if they need SilverSky's managed services or a co-managed approach.*
10. **Do you have a cybersecurity policy in place, and if so, do you feel confident that it meets your current needs and risks?**
    1. *Assesses their existing cybersecurity framework and their confidence in its effectiveness, potentially revealing gaps that SilverSky can address.*
11. **What are your long-term cybersecurity goals and how do you see SilverSky helping you achieve them?**
    1. *Gathers insight into their future needs and how SilverSky can support their strategic objectives.*

Elevator Pitch

At SilverSky, we deliver cutting-edge cybersecurity solutions that help organizations stay ahead of emerging threats. Our Lightning MxDR platform combines advanced analytics, originally developed for DARPA, with a proactive, always-ready security operations team, providing seamless detection and rapid response. We specialize in tailoring services to meet industry-specific compliance requirements, from HIPAA in healthcare to CMMC in defense, ensuring our clients can operate with confidence in today's complex cyber landscape. With over two decades of experience, we empower businesses to focus on growth while we safeguard what matters most.

Objections & Rebuttals

Customer's Concern: **"The cost of implementing a new cybersecurity solution seems too high for our budget."**

Response: "Investing in robust cybersecurity is crucial for protecting your organization from potentially devastating breaches that can be much more costly than the initial investment. SilverSky offers flexible pricing models designed to fit various budgets and needs. Additionally, our solutions are built to complement your existing security infrastructure, providing enhanced protection without the need for a complete overhaul. Let's discuss how we can tailor a solution that maximizes value while staying within your financial constraints."

Customer's Concern: **"We're worried about how a new solution will integrate with our current security systems and the potential disruption to our operations."**

Response: "SilverSky's vendor-neutral delivery model is specifically designed to integrate seamlessly with your existing security technologies. Our solutions can ingest data from a wide range of systems and work alongside your current tools to enhance your overall security posture without causing significant disruption. We also provide dedicated support during the implementation process to ensure a smooth transition and minimal impact on your daily operations."

Customer's Concern: **"We have specific compliance requirements, and we're unsure if SilverSky's solutions will meet these needs."**

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Response: “SilverSky has extensive experience working with organizations across various industries and regulatory environments, including HIPAA, PCI, and CMMC. Our solutions are designed with compliance in mind, and we can provide detailed documentation and support to ensure that all regulatory requirements are met. Let’s review your specific compliance needs together to confirm how our solutions align with your requirements and discuss any additional support we can offer.”

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