

# Outsourcing security operations

How to build your business case

Most companies struggle in effectively handling 24/7 security operations. But should you expand your in-house resources or trust a provider to do the work? This guide can help.

## People + process = 90% of success

Technology is not enough. Gartner says an effective security program is:



**60%**

process



**30%**

expertise



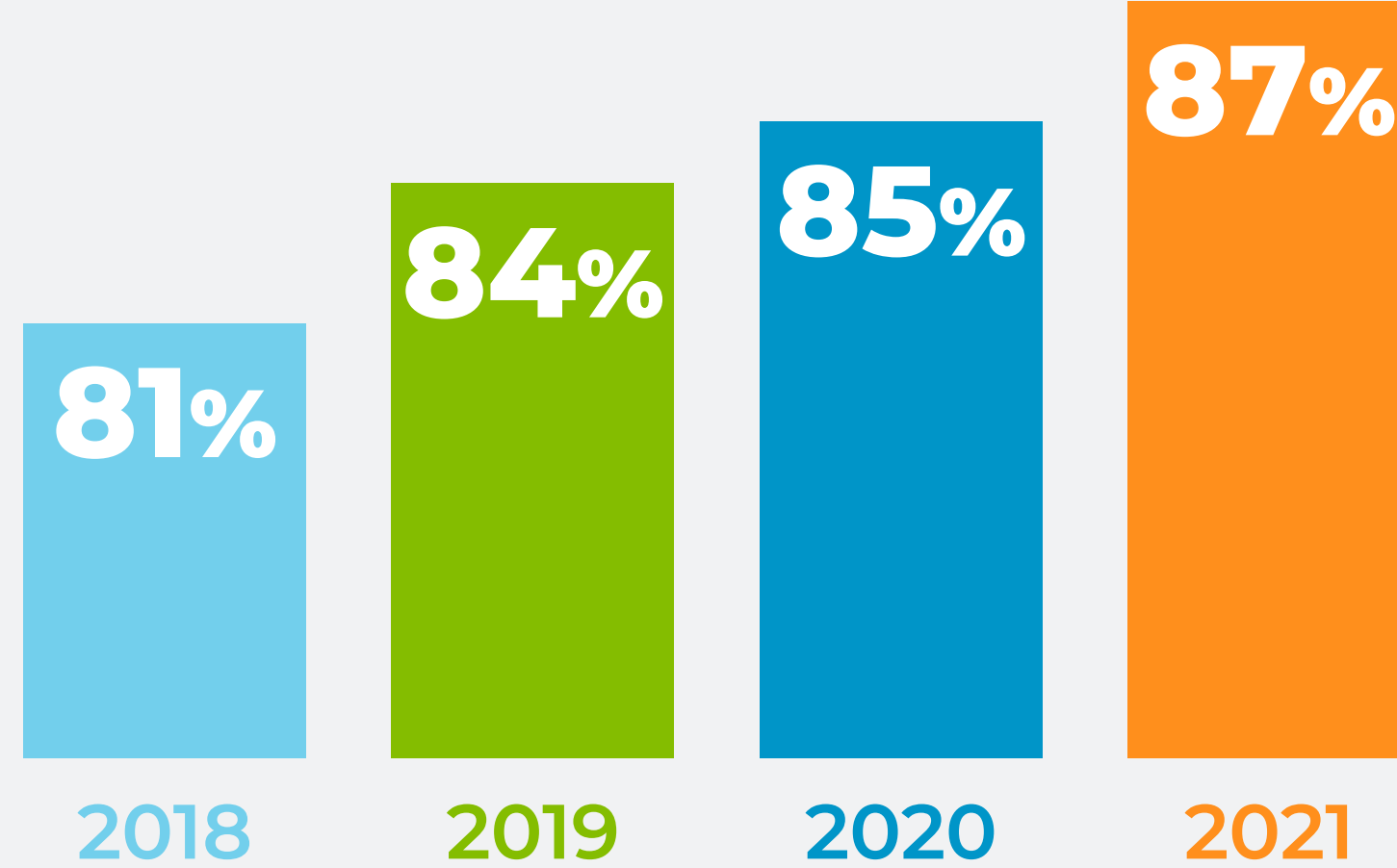
**10%**

technology

Source: Gartner "Market Guide for Managed Security Services"

## Security staffing problems are getting worse

The percentage of organizations experiencing a shortfall of skilled IT security personnel keeps rising every year.



Source: CYBEREDGE Group

## SOC services: 7 factors to calculate your ROI

**1**

### Staffing Costs

The average SOC requires at least 8 employees, costing at least \$600K per year. SOC services start at roughly \$96K per year.

Tier-1 Analyst  
\$75K - 90K/yr

x8 =

Minimum cost per year

**\$600K**

VS

**\$96K**

Tier-2 Analyst  
\$80K-110K/yr

**2**

### Time-to-Hire

Time needed to recruit experienced talent

**3**

### Tenure/Retention

Average security analyst tenure <12-15 months

**4**

### Training Costs

Certifications for Tier-1 analysts cost ~ \$16,000

**5**

### Technology Costs

Tools including machine learning, cloud, & endpoint security

**6**

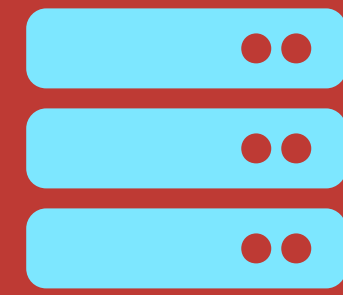
### Threat Intelligence Costs

Subscriptions costs

**7**

### Compliance Costs

Auditing and reporting costs



The alternative to a managed security services provider is to take on what amounts to an open-ended expansion of your cybersecurity staff, toolset, and budget.

John Burke, Analyst and CTO  
Nemertes

## The benefit of an MSSP

Some companies see threat containment speeds increase by as much as 50% after switching to a managed security service.

Source: Nemertes "MSSP Buyer's Guide"



Get the MSSP Buyer's Guide

GET THE GUIDE

