Client management

tips

for MSSPs

▶ See how **Log360 MSSP can help**

Security has always been one of the top priorities for organizations. However, establishing a robust security system efficient enough to monitor an organization's network continuously and secure it from both internal and external threats is easier said than done. This is exactly why most organizations outsource security to third parties who provide security as a service. MSSPs are one such third-party business that can help organizations manage their networks and establish security systems that can help defend against cyberthreats.

On the other hand, MSSPs often find it difficult to come up with strategies that fit every organization because of the infrastructural and security maturity level differences between organizations. As a result, at times, MSSPs struggle to manage clients efficiently and end up losing deals.

In this guide, we'll see how client management can be easily done. We'll also see how MSSPs can leverage the capabilities of Log360 MSSP, a unified SIEM solution offered by ManageEngine, to manage their clients' environments without much hassle.

Effective client management techniques

Managing clients is one of the core challenges that every MSSPs faces. A happy client is guaranteed to renew their contract and provide further business for an MSSP. This is why it is important to pay attention to the requirements of every client.

Here are some of the techniques that can help MSSPs manage clients effectively.

1. **Understand the requirements of the client:** Every client's requirements will be different, and when it comes to security, it isn't possible to build a template that works for everyone. MSSPs must tailor-make security strategies for every client and ensure that the strategy suits the current security posture and requirements of that specific client.

> **How can Log360 MSSP help?**
>
> Log360 MSSP lets you customize security configurations based on the network infrastructure of your clients.

2. **Establish strong communication channels:** Communication is essential to win the trust of any client. MSSPs must ensure that the client is regularly notified when there is any security mishap, and they must also guide or help the client to take corrective measures to reduce the impact of such issues.

How can Log360 MSSP help?

Log360 MSSP's interactive dashboard provides an easy-to-understand view of your client's current security posture, and it provide them with real-time security information.

3. **Utilize service-level agreements:** Explaining the scope of service, response time, and resolution process to the client is essential to ensure that both parties are fully aware of their roles and responsibilities. MSSPs must ensure that there's a clear service-level agreement in place to avoid any confusion in the future.

How can Log360 MSSP help?

Log360 MSSP can help you automate threat detection and reporting as and when an incident happens so you don't fall short on your service commitments.

4. **Have an effective incident management and response system:** Having an effective incident management plan is essential to reduce the impact of a security breach. It is important for MSSPs to devise clear incident management and response plans to secure their client's organization from further damages should a breach occur.

How can Log360 MSSP help?

Log360 MSSP's intuitive incident management console lets you collate evidence and conduct forensics to understand the root cause of any security breach in your client's network.

5. **Use advanced security analytics:** Providing insights on security events in the client's network will help them understand their security posture. MSSPs must continuously monitor and regularly report on security events in their clients' environments.

How can Log360 MSSP help?

Log360 MSSP provides around-the-clock visibility into your client's network, providing insights on the who, what, when, where, and how of a particular event.

6. **Perform compliance management:** Staying compliant with regulations is a challenge that every organization faces. MSSPs must aid organizations in staying compliant with both industry-specific and region-specific compliance mandates.

How can Log360 MSSP help?

Log360 MSSP provides audit-ready, out-of-the-box compliance reports for the PCI DSS, HIPAA, FISMA, the GDPR, SOX, ISO 27001, and more.

7. **Establish continuous improvement:** Security management is a continuous process, and it is important to improve regularly to stay ahead of attackers. MSSPs must stay updated on recent trends and tweak their clients' security policies to keep their networks intact.

How can Log360 MSSP help?

Log360 MSSP is continuously updated to adopt to the evolving threat landscape and to keep up with the ever-changing requirements of the cybersecurity realm.

Core capabilities of Log360 MSSP

1. **Multi-tenancy:** Log360 MSSP lets you manage multiple clients' environments from a single console. With an intuitive, client-specific dashboard, you can strategize and tailor-make policies based on each client's requirements.

2. **Threat detection and alerting:** The solution provides real-time alerts, keeping you informed about security events. Further, with the technician management capability, you can assign technicians to specific clients and ensure data privacy.

3. **Comprehensive reporting:** Log360 MSSP's comprehensive reporting lets you keep your clients informed about vital security information. These reports increase your credibility and help clients understand the value of your service.

4. **Scalability:** The solution is highly scalable and can help MSSPs handle enormous volumes of clients' data flawlessly. Further, you can also onboard new clients seamlessly and manage their security needs efficiently.

5. **Compliance management and reporting:** Log360 MSSP's compliance management and reporting capabilities let you monitor the compliance posture of your clients. With out-of-the-box reports for all major compliance standards, you can help your clients breeze through compliance audits.

To wrap up, client management is a vital function of any MSSP, and the success of an MSSP is highly dependent on how well it handles its clients. Having a flexible security solution can help MSSPs manage the security requirements of clients flawlessly and stay on top of cyberattacks.

ManageEngine
Log360 MSSP

Log360 MSSP is a unified SIEM solution for MSSPs that helps monitor, manage and secure clients' environments. With client-specific customization and data isolation, Log360 MSSP helps MSSPs handle multiple clients of various sizes. The solution's threat detection and compliance reporting capabilities help MSSPs create value for their clients. For more information about Log360 MSSP, visit
https://www.manageengine.com/siem-mssp/

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