Security Operations Suite

Security Operations Center (SOC) Governance Manager

As the eyes and ears of an organization, agents in a Security Operations Center (SOC) are responsible for real-time monitoring, detecting, investigating, and responding to threat events. SOC operators work around the clock to protect people, property, and assets. SOC teams generate substantial amounts of data—that often goes unused—causing SOCs to take a reactive approach to security operations.

Through the combined power of AI and Machine Learning, Vector Flow's SOC Governance Manager transforms data produced by your SOC team into actionable improvement plans for remediation. SOC Governance Manager enables you to take a proactive approach to security management by continuously monitoring and assessing your organization's current security state. This data also provides a basis for collaboration with other department heads to align your SOC strategy with your organization's overall business strategy.

As a centralized visibility platform, the SOC Governance Manager provides a range of AI-driven data points that can be shared among teams to optimize SOC operations, meet compliance requirements, and improve internal processes. Insights are available in easy-to-understand charts and graphs that are easily exported for sharing, creating a universal understanding of available KPIs.

Key Features of iCleanse Data Manager

- Automated reports of SOC metrics including MTTA (Median Time to Acknowledge Alarms), MTTR (Median Time to Resolve Alarms), Unacknowledged Alarms, Critical Alarms, and more.

- Pattern analysis for SOC Governance by region, shift, operator, alarm, devices, etc. Operational efficiencies, or inefficiencies, can be seen on a variety of scales to help pinpoint areas of concern.
- Heat Maps by site track alarm KPIs. SOC leadership can view and compare KPIs by locations, shifts, and time periods for scalable benchmarking.
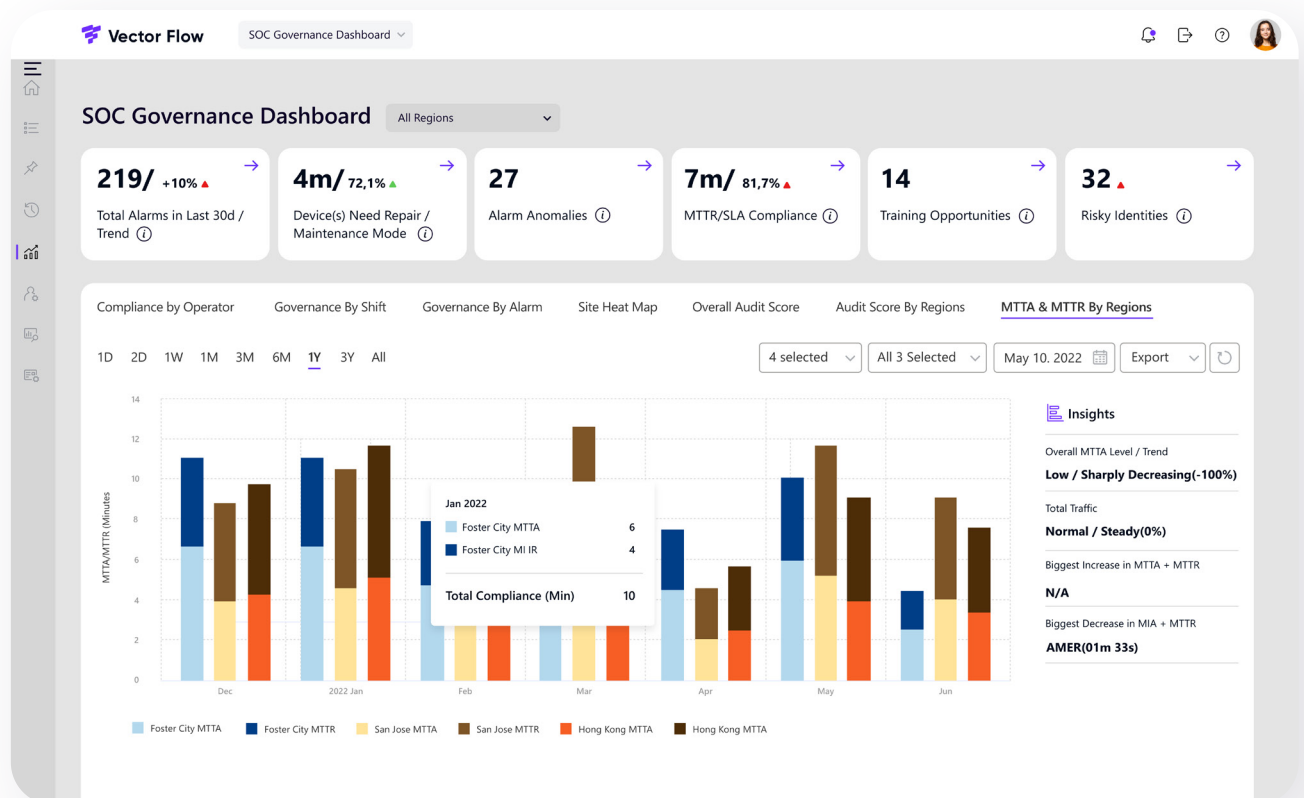
Eliminate Manual Audits

Many SOCs are required to provide data to meet audit and compliance requirements. Vector Flow's SOC Governance Manager performs audits automatically, eliminating the need for manual reports and read-outs. Comprehensive reports can be scheduled on a regular basis to provide performance and KPI data by site and per operator. By reducing the manual and painstaking process of preparing for an audit, you can focus your agents on other tasks and improve overall employee efficiency.

Improve Your Team's Performance

Each alarm that enters as SOC requires a response by various SOC operators globally. Vector Flow's modern machine learning technology automates the auditing of each alarm and each response by using AI/ML processing. This helps SOC supervisors determine if the alarm responses and investigation are done correctly, and lets them analyze errors/ process issues at the individual operator level to identify training opportunities.

Enterprise Integration

The SOC Governance Manager comes with out-of-the-box integration capability and can quickly integrate with a variety of physical security and alarm event systems, including those owned by vendors / contractors. The flexibility of the SOC Governance Manager allows organizations to decide if they want the deployment to occur on the organizations' current architecture or in the Cloud.

About

Vector Flow is dedicated to using machine learning and automation to deliver improved operational efficiencies and effectiveness across the entire physical security domain. The company's advanced cloud-enabled and on-premises platform converts raw security data from multiple sources into intelligent insights to drive operational performance and business results. Vector Flow automates several key security processes such as Physical Identity & Access Management, COVID Return to Work Management, Visitor Identity Management, SOC Automation, False Alarm Detection & Reduction, etc. Vector Flow solutions leverage data intelligence to automate business processes, tasks, and workflows to reduce security distractions and expand continuous intelligence – allowing security personnel to focus on tasks that matter and make decisions faster.

Learn more at
vectorflow.com