

Managed Security Service Provider Unlocks New Revenue Streams

The Customer

-  Provides services to organizations in North America, Europe, and Australia
-  Support organizations in variety of sectors including: Energy, Healthcare, Local-State-Federal Governments, Manufacturing, Retail, Technology, and more



“What used to take about 1,500 hours to complete can now be done in 1 week.”

- Senior Security Specialist, North American MSSP

Many managed security service providers (MSSP) are looking for ways to expand the variety of services that they can offer to their clients. One potential service that MSSPs can provide is the ability to monitor the dark web. However, MSSPs face two main challenges:

1. Dark Web Monitoring Requires Additional Knowledge

There is a lack of experience in the cybersecurity space when it comes to dark web monitoring. The security professionals in the space don't always have strong enough knowledge of the cybercriminal underground to keep up with the pace at which new dark web sources pop up.

2. Dark Web Monitoring Takes Time

MSSP employees who have dark web monitoring experience face the time required to monitor the dark web as an additional challenge. It takes an extended period to manually create accounts (that often get banned), pay fees in Bitcoin to access some sites, and use deprecated search bars on other sites. Additionally various other hurdles make the economics of offering this service to customers hard to justify.

Challenge: Competing Platforms Weren't Offering Actionable Information

A senior pen tester with the MSSP had been trying out competing products for six months without finding much actionable information. However, it only took a few days of monitoring with Flare for he needed to realize the value Flare could bring to his company. Within a two week free trial with Flare, the pen tester uncovered high fidelity and actionable findings on behalf of his client.



“After 6 months of trying out competitors without finding much actionable information, a 2 week trial with Flare is all I needed to find actionable intelligence for my client.”

- Director, North American MSSP

Benefit: Cover More of the Dark Web in Less Time

The senior pen tester was not only saving time with Flare compared to manual monitoring or with other solutions, but was also covering more of the relevant sections of the dark web. In addition, the ease of use of Flare allows him to now delegate the initial dark web data discovery responsibilities to junior team members with close to no experience with the dark web. Having more staff to support dark web investigation assignments allows this security team to offer dark web assessments and monitoring to an increasing number of their customers. Therefore this generates more revenue for the firm.



“Flare allows me to empower junior analysts to do dark web investigations that were previously impossible, hence liberating bandwidth.”

- Senior Security Specialist, North American MSSP

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