

# AWN CyberSOC™ Concierge Onboarding

Arctic Wolf offers a white glove installation service with AWN CyberSOC Concierge Onboarding. It streamlines the deployment of Arctic Wolf sensors and the AWN CyberSOC service before your threat detection and reporting service begins. Every customer is assigned a “concierge onboarding” team that coordinates every step of the process—from gathering requirements, to portal access, to testing and validation.

## Accelerate Time to Value with Streamlined Service Installation

The AWN CyberSOC Concierge Onboarding team includes a dedicated project manager and technical resource who manages all aspects of your onboarding experience, and:

- Identifies key assets and log sources, including cloud applications
- Validates log sources and tests basic telemetry
- Gathers external vulnerability scanning requirements to assess exposed attack surfaces
- Fine-tunes the service to improve signal-to-noise ratio
- Identifies reporting and compliance requirements that meet your IT and security needs

## Concierge Onboarding Process:

### Phase 1: Technical Kickoff

- Review contracts and establish onboarding timeline
- Define project plan and review service level agreements (SLAs)
- Gather technical details

### Phase 2: AWN CyberSOC Essentials - Sensor Deployment and Log Setup

- Install sensors in primary location(s)
- Identify essential log sources
- Set up portal users and define basic escalation



**Technical Kickoff**  
Technical Readiness



**AWN CyberSOC Essentials**  
Sensor Deployment  
and Log Setup



**AWN CyberSOC Readiness**  
Finalize Onboarding



**AWN CyberSOC Service Acceptance and Customization**

# AWN CyberSOC™ Concierge Onboarding

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## Phase 3: AWN CyberSOC Readiness—Finalize Onboarding

- Add remaining sensors and log sources agreed upon during project planning in phase 1.
- Complete sensor installation for remote locations
- Configure external vulnerability scans to identify exposed services and unpatched systems
- Validate that log sources are generating usable data for investigations and incident reporting

## AWN CyberSOC Service Acceptance and Customization

The AWN CyberSOC service begins after the onboarding phases are complete. Your Concierge Security Team (CST) will customize the service based on your specific needs. To that end, Arctic Wolf will:

- Introduce Concierge Security Team, which includes a Concierge Security Analyst (CSA) and a Concierge Security Engineer™ (CSE)
- Review external vulnerability scan settings and fine-tune service to improve signal-to-noise ratio.
- Discuss any log source ingestion that would require security customization
- Identify your reporting and compliance needs, so that the ongoing service meets your expectations
- Train customer portal users

## Other Arctic Wolf Services:

- **Firewall Audit Service**

Audit your firewall configuration and recommend specific changes to network segmentation and firewall policies to improve your overall security posture and reduce business risk.

- **Active Directory Audit Service**

Concierge Security Engineers audit your Active Directory, DNS/DHCP configurations, and recommend changes to your AD configuration, password policies, replication and information sharing policies, and also identify stale accounts.

- **Incident Response Simulation Service**

Review your incident response plan, run through live table-top exercises, make recommendations on how to rapidly respond to a set of cyberthreats, and address regulatory requirements that apply to your industry.

## Industry's Most Fierce SOC-as-a-Service

The cloud-based AWN CyberSOC provides comprehensive 24x7 monitoring of both your on-premises network infrastructure and your applications deployed in AWS cloud infrastructure.

AWN CyberSOC differs from traditional managed security services. It is a dynamic combination of world-class Concierge Security Engineers (CSEs), advanced human-assisted machine learning, and comprehensive, up-to-the-minute threat intelligence. Your CSE conducts both routine and non-routine tasks to protect you from known and emerging threats.



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SOC2 Type II Certified

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