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MSSP MATURITY GUIDE

Key Contacts & Resources

The contacts and resources that work at your partner organisation can give an indication of how mature they are or how well-prepared they are for growing and scaling a managed security services practice or how mature their managed security practice already is.

Tip #1 – Use the guidance from the MSSP personas document to identify multiple contacts within your partner to gather information from.

Tip #2 – Use the MSSP glossary to help with your understanding of services and MSSP operations for the most productive qualification.

Company Revenue Breakdown

It is important to understand how much annual recurring revenue from managed services contributes to your partner's overall business. This will give a clear indication to how "service-centric" the organisation is. In simple terms, we want to understand how much of a reseller they are compared to being a managed services organisation. They may also be a consultancy-based organisation so they do not resell technologies nor do they rely too heavily on technology-based managed services. This means that, although organisations who rely heavily on resale or professional services can still be suitable, the heavier the weighting to those types of revenues the less likely they are to be a good fit for the MSSP track. For the organisations with a heavy weighting toward managed service business, it is then important to understand how much of that business comes from what we would classify as core managed services and managed security services.

Next Step?...

OPTION 1

If the "Managed Service Business" is less than 20%?

It will be worth considering with the partner if they are ready to adopt the MSSP business model. Less than 20% suggests a low level of managed service maturity and may be better suited to remaining on the Integrator business model.

OPTION 2

If the "Managed Service Business" is equal to or above 20%?

Continue to Section 3. Make a decision regarding the most suitable Engage Business Model for the partner.
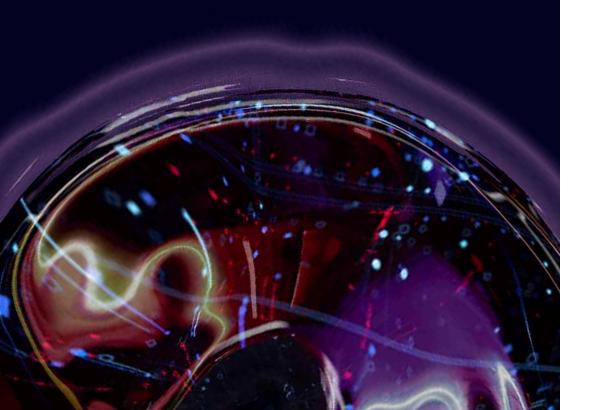
Current Managed Service Business Coming From Security Services

Once you have identified the size of the partner's managed security business as a percentage of their overall revenue, you should aim to identify what the most popular services are in their practice. Also, any growing managed service practice will have a selection of new service priorities. Work with the partner to rank their top 5 and top 3, respectively.

Next Step?...

Review the answers on page 2 and evaluate against the Matrix of the master presentation.

Sales Guide

1. Key Contacts & Resources

Key Contacts

Director/VP of Managed Service	○ Yes	○ No	○ Unsure
Dedicated Security Product Manager	○ Yes	○ No	○ Unsure
Dedicated Marketing Manager	○ Yes	○ No	○ Unsure
Dedicated Operations Manager (NOC/SOC)	○ Yes	○ No	○ Unsure
Dedicated Security Engineer	○ Yes	○ No	○ Unsure
Penetration Testers	○ Yes	○ No	○ Unsure
Threat Research Analysts	○ Yes	○ No	○ Unsure
Development Team	○ Yes	○ No	○ Unsure

Operations

Operations Centre	○ Yes	○ No	○ Unsure
Service Desk Platform	○ Yes	○ No	○ Unsure
Monitoring Platform	○ Yes	○ No	○ Unsure
Automation & Orchestration Platform	○ Yes	○ No	○ Unsure
Threat Intelligence/SIEM Platform	○ Yes	○ No	○ Unsure

2. Company Revenue Breakdown (% to the nearest 10%)

Director/VP of Managed Service	_____
Dedicated Security Product Manager	_____
Dedicated Marketing Manager	_____
Dedicated Operations Manager (NOC/SOC)	_____
Dedicated Security Engineer	_____
Penetration Testers	_____

3. Current Managed Service Business Coming From Security Services

Current Managed Service

Service #1 _____
Service #2 _____
Service #3 _____
Service #4 _____
Service #5 _____

Future Managed Service   Time Frame

Service #1 _____	○ Within 6 months	○ Within 12 months	○ Within 24 months
Service #2 _____	○ Within 6 months	○ Within 12 months	○ Within 24 months
Service #3 _____	○ Within 6 months	○ Within 12 months	○ Within 24 months

Future Managed Service

Managed Security Web Presence	○ Yes	○ No	○ Unsure
Publish Managed Services	○ Yes	○ No	○ Unsure
Publish Managed Security Services	○ Yes	○ No	○ Unsure
Publish Security Consulting	○ Yes	○ No	○ Unsure