

A light gray background pattern of circuit traces and nodes, resembling a printed circuit board (PCB) layout, extends across the page. The traces are thin lines that branch out and connect to small circular nodes of varying sizes.

Constant Technologies, Inc.

Solutions to Security Operations Center Challenges



Introduction

Often, operations center analysts may feel that it is a never-ending challenge to catch up with alerts and critical events. Operators work tirelessly to move security operations centers (SOCs) into proactive operations instead of simply reactive.

When properly optimized, a global security operations center can prevent business risk, disruption of vital activities, and potential financial losses. The following document outlines how you can overcome these hurdles in your security operations.

Challenges for SOCs

Without computer learning to help sort through and prioritize information, SOC analysts can face challenges with productivity. A 24/7 operations center experiences a constant stream of events, alerts, and alarms. In the absence of software that can help sort out the most relevant data, this can result in information overload, overwhelming analysts and cutting into the effectiveness of detection and response.

Analysts in SOCs also often find themselves reacting to events, instead of being proactive and enacting preventative measures. While it is certainly important to investigate incidents that have already occurred, it is equally important to focus on the prevention of critical incidents. The balance between reaction and prevention can be difficult to strike.

How to Overcome the Biggest SOC Challenges

Complex environments like SOCs inevitably come with difficulties. Thankfully, there are a number of solutions to make operating them simpler.

Constant works with strategic partners that offer artificial intelligence (AI) solutions. AI implemented in a SOC determines the relationship between disparate data and events and recognizes patterns across a variety of contexts. From there, AI can identify anomalies and alert analysts when a relevant anomaly occurs. Using this data, AI technology can also make predictions and prescribe proactive solutions to both current and future incidents. Of course, this is not meant to be a replacement for the expertise of the human touch. Combined with the knowledge and instincts of human analysts, AI software can make your operations center run more efficiently and effectively.

In addition to AI technology, it is also important to take into account the audiovisual technology you employ in your security operations center.

Large video walls within SOCs contribute to operator awareness and collaboration by displaying real-time data so that it is visible to everyone in the room. With conscious design, the audiovisual setup can also share data with other relevant locations, whether those are adjacent conference rooms or operations centers at separate sites.



In addition to the video wall technology that can display a wide variety of sources, making your SOC proactive instead of reactive hinges on managing the flow and control of data. Video wall processors and control systems can assist with this. It is vital to define the types of information you will need, how you will gather and analyze it, and how you will manage and share the information. During the process of creating your operations center, a project manager from Constant can work with you to determine the exact functionalities necessary for your operations center to integrate an intuitive system that, along with AI solutions, will help you overcome your operational challenges.

Centers, Control Room Design, Social Media Command Centers, and other command and control environments.

About Constant

Constant Technologies, Inc. is a premier mission critical systems integrator providing customized audiovisual integration of large scale operations center video walls and control center console furniture worldwide. With over three decades of experience, Constant's team has the knowledge and clearance to work with sensitive environments in both the public and private sectors and has implemented turnkey solutions all over the world. Constant designs, installs and services projects of all scopes and sizes to create solutions with the highest levels of security, aesthetics and functionality in mind. Some of Constant's installations include: EOC builds, Network Operations Center design, Fusion Centers, Security Operations

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