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# Now Tech: Global And Emerging Managed Security Services Providers, Q2 2020

**Forrester's Overview Of 42 Global And Emerging Managed Security Services Providers**

by Jeff Pollard and Claire O'Malley

May 8, 2020

## Why Read This Report

You can use global managed security services providers (MSSPs) to create space for security leaders, prioritize which activities the security team should focus on, and ease the challenges associated with staffing security teams. But to realize these benefits, you'll first have to select from a diverse set of vendors that vary by size, functionality, geography, and vertical market focus. Security and risk pros should use this report to understand the value they can expect from a global MSSP and to select one based on size and functionality.

## Key Takeaways

**Shrink Your To-Do List With Managed Security Services**

The we-can-do-it-all approach to security was already failing, and increases in complexity have finally signaled the end is nigh. Security leaders can't build and maintain teams focused on detection, investigation, compliance, risk, regulatory requirements, and more. Partners exist to offset some of the workload, and leaders must use them for their programs to succeed.

**Select Vendors Based On Size And Functionality**

Many vendors offer similar service portfolios and approaches, but no providers are the same. When picking your global MSSP, consider the set of services you need, the ability of the provider to support your global organization, and the degree to which you want standardization or customization.

**Use Global MSSPs So Your Team Can Specialize**

Choose whether your team will exist moving forward as a team of highly skilled technologists with deep subject matter expertise on tools, or an oversight group that hands technology-based activities off to someone else. These choices ease staffing challenges and help your team understand the priorities you've chosen to elevate.

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by Jeff Pollard and Claire O'Malley
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## Related Research Documents

The Forrester Wave™: Global Managed Security Services Providers (MSSPs), Q3 2018

The Forrester Wave™: Managed Security Services Providers (MSSPs), Europe, Q4 2018

Lessons Learned: Managed Security Services, 2019

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## Shrink Your To-Do List With Managed Security Services

Whether it's because of a looming cloud migration or belt tightening due to a pandemic-induced global recession, security leaders sometimes need breathing room. MSSPs can grant a reprieve that lets security leaders prioritize what their teams should focus on, the tasks they want to specialize in, and the activities they want someone else to handle. Forrester defines MSSPs as:

> *Third-party organizations that continuously and remotely manage and monitor security technologies for customers. The four primary MSSP domains include, but are not limited to, perimeter and network security, application security, endpoint security, and identity and access management. MSSPs offer multitenant service delivery, automation, and a one-to-many support model to maximize economies of scale.*

Leveraging managed security services providers will:

- **Create space for security leaders.** By letting MSSPs shoulder some of the load, security teams escape the cycle of reacting to the latest emergency as they contend with a steady influx of emerging technologies, new regulatory requirements, and geopolitical concerns. Operational and tactical practitioners win time to operate and execute on existing strategies.
- **Allow the security team to prioritize activities and specialization.** The days of "do everything for everyone" have passed, and leaders must choose what the security program will focus on and what it won't focus on. MSSPs can absorb activities the security team will no longer perform.
- **Ease the challenges of staffing overburdened security teams.** Overworked security teams will inevitably implode. Using an MSSP lets security leaders refresh their team's culture by offloading work and opens up a new candidate pool with different skills.

## Select Vendors Based On Size And Functionality

We've based our analysis of the global managed security services market on two factors: market presence and functionality.

### Global Managed Security Services Providers Market Presence Segments

We segmented the vendors in this market into three categories, based on global managed security services revenue: large established players (more than $300 million in global managed security services revenue), midsize players ($30 million to $300 million in revenue), and smaller players (less than $30 million in revenue) (see Figure 1). We did not include vendors that we estimated to have less than $5 million in revenue.


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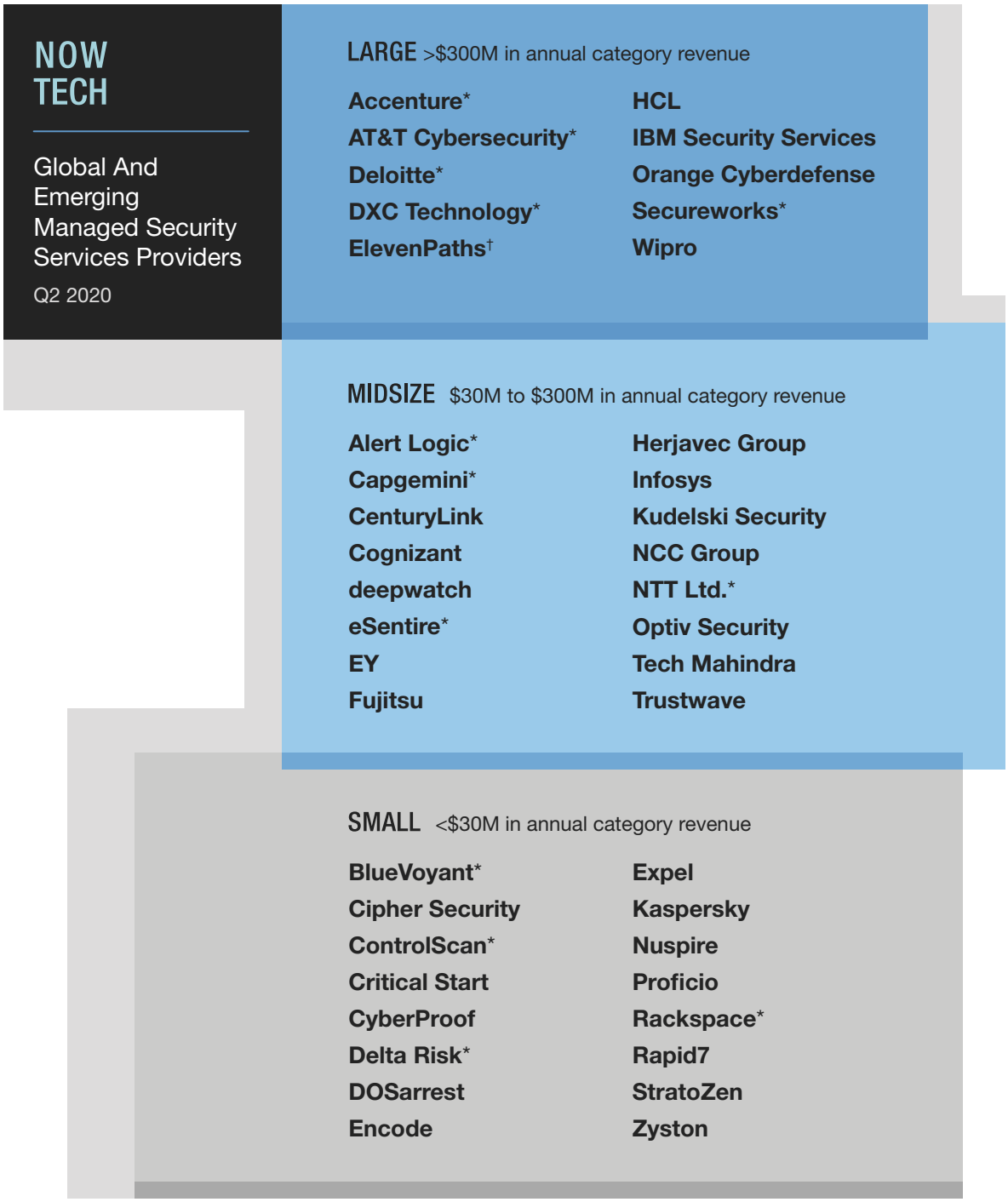
**FIGURE 1** Now Tech Market Presence Segments: Global Managed Security Services Providers, Q2 2020




*Forrester estimate. †A Telefónica Cybersecurity Company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## Global Managed Security Services Providers Functionality Segments

To explore functionality at a deeper level, we broke the global managed security services providers market into four segments, each with varying capabilities (see Figure 2 and Figure 3):

- **Pure-play providers.** These providers typically started life as MSSPs. For most of them, this is still their core (if not sole) method of client engagement. As a result, they come with a strong set of dedicated security capabilities.
- **Managed-IT-services providers.** This category includes IT outsourcing firms. Enterprises hire these providers to either operate IT infrastructure and devices on their behalf or provide infrastructure and devices on which to run a contracted set of IT services. They typically have a large technology footprint and provide services for network, IT, and end user devices. They offer managed security services for the environments they manage or those that clients outsource to them.
- **Consulting firms.** These firms have strong security advisory practices globally and have extended their portfolios to provide MSS and analytical capabilities to their customers. They usually contract to provide MSS to clients after their consulting arm identifies a gap in the clients' capabilities.
- **Telcos.** Telcos have large numbers of customers and often have elaborate contracts with them. Telcos began participating in the MSSP market by managing traditional security devices such as firewalls and intrusion prevention systems (IPS). Over time, they evolved to provide a full gamut of managed security services. Because of their large footprint within a customer's business, they are easy to engage and relatively inexpensive.


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**FIGURE 2** Now Tech Functionality Segments: Global Managed Security Services Providers, Q2 2020, Part 1

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**FIGURE 3** Now Tech Functionality Segments: Global Managed Security Services Providers, Q2 2020, Part 2

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## Align Individual Vendor Solutions To Your Organization's Needs

The following tables provide an overview of vendors with details on functionality category, geography, and vertical market focus (see Figure 4, see Figure 5, and see Figure 6).

**FIGURE 4** Now Tech Large Vendors: Global Managed Security Services Providers, Q2 2020

**LARGE** >$300M in annual category revenue

| | Primary functionality segments | Geographic presence (by revenue %) | Vertical market focus (by revenue) | Sample customers |
|---|---|---|---|---|
| **Accenture** | Consulting firm | NA 35%; EMEA 35%; AP 30% | Financial services; media, entertainment, and leisure | Vendor did not disclose |
| **AT&T Cybersecurity** | Telco | NA 10%; LATAM 8%; EMEA 81%; AP 1%* | Financial services; information technology; government | NHS Management; Per Mar Security |
| **Deloitte** | Consulting firm | NA 60%; EMEA 25%; AP 15% | Financial services; government; consumer products | Vendor did not disclose |
| **DXC Technology** | Managed-IT-services provider | NA 36%; LATAM 3%; EMEA 44%; AP 17% | Financial services; manufacturing; retail | Aduno Group; Ahold Delhaize; Saab Group |
| **ElevenPaths** | Telco | NA 1%; LATAM 50%; EMEA 49% | Government; financial services; retail | Avianca; Carrefour; HDI Seguros |
| **HCL** | Managed-IT-services provider | NA 43%; LATAM 1%; EMEA 39%; AP 17% | Financial services; manufacturing; utilities | Vendor did not disclose |

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**FIGURE 4** Now Tech Large Vendors: Global Managed Security Services Providers, Q2 2020 (Cont.)

LARGE >$300M in annual category revenue

| | Primary functionality segments | Geographic presence (by revenue %) | Vertical market focus (by revenue) | Sample customers |
|---|---|---|---|---|
| **IBM Security Services** | Managed-IT-services provider | NA 35%; LATAM 5%; EMEA 45%; AP 15% | Financial services; logistics; utilities | Bombay Stock Exchange; Harte Hanks; Wood Group |
| **Orange Cyberdefense** | Telco | NA 2%; LATAM 1%; EMEA 93%; AP 4% | Financial services; manufacturing; utilities | Akzo Nobel; Financial Times; Mars |
| **Secureworks** | Pure-play provider | NA 80%; EMEA 15%; AP 5%* | Financial services; manufacturing; services | Kyowa Kirin International; McLaren Automotive; MinterEllison |
| **Wipro** | Managed-IT-services provider | NA 53%; LATAM 3%; EMEA 31%; AP 13% | Financial services; retail; utilities | AusNet; Kier; Olympus |

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**FIGURE 5** Now Tech Midsize Vendors: Global Managed Security Services Providers, Q2 2020

## MIDSIZE $30 to $300M in annual category revenue

| | Primary functionality segments | Geographic presence (by revenue %) | Vertical market focus (by revenue) | Sample customers |
|---|---|---|---|---|
| **Alert Logic** | Pure-play provider | NA 93%; EMEA 7%* | Information technology; financial services; healthcare | Apervita; ClubCorp; Rent-A-Center |
| **Capgemini** | Managed-IT-services provider | NA 39%; LATAM 1%; EMEA 50%; AP 10% | Financial services; retail; manufacturing | Department of Work and Pensions; Financial Services Compensation Scheme; UK Customs and Revenue Department |
| **CenturyLink** | Telco | NA 83%; LATAM 8%; EMEA 7%; AP 2% | Financial services; healthcare; manufacturing | City of Rock Hill; ITA Group; Lewis Brisbois Bisgaard & Smith; MO |
| **Cognizant** | Consulting firm | NA 90%; EMEA 9%; AP 1% | Financial services; healthcare; life sciences | Vendor did not disclose |
| **deepwatch** | Pure-play provider | NA 100% | Financial services; manufacturing; retail | Hub International; Staples; WEX |
| **eSentire** | Pure-play provider | NA 90%; EMEA 9%; AP 1%* | Financial services; healthcare; telecom | Vendor did not disclose |
| **EY** | Consulting firm | NA 35%; LATAM 10%; EMEA 25%; AP 30% | Financial services; telecom; industrial products | Vendor did not disclose |
| **Fujitsu** | Managed-IT-services provider | NA 3%; EMEA 34%; AP 63% | Manufacturing; financial services; government | Logalty; Lowell; Scottish Water |
| **Herjavec Group** | Managed-IT-services provider | NA 80%; EMEA 20% | Financial services; media entertainment and leisure; healthcare | Dropbox; Florida Crystals; IMI |

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**FIGURE 5** Now Tech Midsize Vendors: Global Managed Security Services Providers, Q2 2020 (Cont.)

## MIDSIZE $30 to $300M in annual category revenue

| | Primary functionality segments | Geographic presence (by revenue %) | Vertical market focus (by revenue) | Sample customers |
|---|---|---|---|---|
| **Infosys** | Managed-IT-services provider | NA 60%; EMEA 25%; AP 15% | Financial services; manufacturing; utilities | Vendor did not disclose |
| **Kudelski Security** | Pure-play provider | NA 60%; EMEA 40% | Financial services; energy; consumer products | Vendor did not disclose |
| **NCC Group** | Consulting firm | NA 7%; EMEA 91%; AP 2% | Financial services; telecom; transportation | Vendor did not disclose |
| **NTT Ltd.** | Telco | NA 42%; LATAM 1%; EMEA 24%; AP 33% | Financial services; high-tech products; government | BW Offshore; Ent Credit Union; Stena |
| **Optiv Security** | Pure-play provider | NA 90%; EMEA 10% | Financial services; healthcare; telecom | Vendor did not disclose |
| **Tech Mahindra** | Managed-IT-services provider | NA 34%; LATAM 18%; EMEA 34%; AP 14% | Financial services; healthcare; telecom | Vendor did not disclose |
| **Trustwave** | Pure-play provider | NA 33%; EMEA 11%; AP 56% | Financial services; energy; hospitality | Vendor did not disclose |

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**FIGURE 6** Now Tech Small Vendors: Global Managed Security Services Providers, Q2 2020

## SMALL <$30M in annual category revenue

| | Primary functionality segments | Geographic presence (by revenue %) | Vertical market focus (by revenue) | Sample customers |
|---|---|---|---|---|
| **BlueVoyant** | Pure-play provider | NA 100%* | Financial services; government; retail | Catawba County Government; Home Market Foods; Sentinel Real Estate Corporation |
| **Cipher Security** | Pure-play provider | NA 14%; LATAM 72%; EMEA 14% | Financial services; retail; energy | Vendor did not disclose |
| **ControlScan** | Managed-IT-services provider | NA 100% | Oil and gas; retail; restaurants | Clark Brands; Lizard's Thicket Restaurants; Weigel's Stores |
| **Critical Start** | Pure-play provider | NA 100% | Consumer products; financial services; healthcare | Cherwell; Mattress Firm; Moneygram |
| **CyberProof** | Pure-play provider | NA 56%; LATAM 3%; EMEA 33%; AP 8% | Financial services; logistics; retail | Vendor did not disclose |
| **Delta Risk** | Managed-IT-services provider | NA 100% | Financial services; high-tech products; retail | Sonic Automotive |
| **DOSarrest** | Pure-play provider | NA 50%; LATAM 5%; EMEA 20%; AP 25% | Telecom; government; media, entertainment, and leisure | CHJ Technologies; Eastern Communications; Winshuttle |
| **Encode** | Pure-play provider | EMEA 100% | Financial services; utilities | Alpha Bank; Groupama Asfalistiki; Piraeus Bank |

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**FIGURE 6** Now Tech Small Vendors: Global Managed Security Services Providers, Q2 2020 (Cont.)

## SMALL <$30M in annual category revenue

| | Primary functionality segments | Geographic presence (by revenue %) | Vertical market focus (by revenue) | Sample customers |
|---|---|---|---|---|
| **Expel** | Pure-play provider | NA 97%; EMEA 1%; AP 2% | Financial services; high-tech products; media, entertainment, and leisure | Chemours; GreenSky; Hogan Lovells; Qlik; Relativity |
| **Kaspersky** | Pure-play provider | LATAM 2%; EMEA 92%; AP 6% | Financial services; government; industrial | Donau Chemie; Merkeleon; World Chess Federation |
| **Nuspire** | Pure-play provider | NA 70%; EMEA 20%; AP 10%* | Automobile; industrial products; services | GM; Langdale Industries; Subaru |
| **Proficio** | Pure-play provider | NA 60%; EMEA 10%; AP 30% | Financial services; healthcare; manufacturing | BDP International; QIC; Valley Presbyterian Hospital |
| **Rackspace** | Managed-IT-services provider | NA 80%; LATAM 5%; EMEA 10%; AP 5% | Financial services; high-tech products; retail | Aeromexico; Intrepid USA Healthcare; Safe Banking Systems Services |
| **Rapid7** | Managed-IT-services provider | NA 80%; LATAM 5%; EMEA 10%; AP 5%* | Manufacturing; healthcare; financial services | Aflac; Applied Materials; Moog |
| **StratoZen** | Pure-play provider | NA 95%; LATAM 1%; EMEA 2%; AP 2% | Financial services; healthcare; retail | Vendor did not disclose |
| **Zyston** | Pure-play provider | NA 90%; LATAM 5%; EMEA 3%; AP 2% | Retail; healthcare; media, entertainment and leisure | Daisy Brand; NaturEner; Neiman Marcus Group |

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**Recommendations**

## Use Global MSSPs So Your Team Can Specialize

Just like the clients they serve, global managed security services providers are evolving. They are shifting from being alert factories that collected log data and spat out alerts, into advanced analytical engines that power detection and full-featured response capability. But that isn't what every team needs. Plenty of organizations still struggle with the day-to-day needs of change control, technology administration, and workflow issues. As clients — and vendors — change, it's becoming even more difficult to figure out exactly which portfolio of services are the right ones, and which providers are the best ones to deliver those services. To find the best match for your security program, security pros should:

- **Know there are no first marriages in the world of MSSPs.** Almost every company and security leader has worked with an MSSP, so plenty of acrimonious stories of failed relationships and bitter divorces exist. If you work with MSSPs in old ways, expect similar outcomes. To avoid this, redefine how you think of MSSPs. If you still see them as places that offer "your mess for less" style services, change your view. See them as global service providers that take tasks away from your teams and shore up the things you don't want to do, can't do, or shouldn't do anymore, so you can focus on a set of specific priorities.
- **Consider technology and service bundles from your global MSSP.** MSSPs now actively work with technology vendors or, in many cases, have innovated on technologies themselves. If your global MSSP has an in-house-developed solution, has made an acquisition, or offers partnership-based bundles that include the service and technology, consider that as you make plans. The provider has done the work to evaluate various technologies and select the one they deem the best of the bunch. This means your team doesn't have to spend time doing the same thing. Be realistic and consider that the reasons the MSSP selected a partner may not always be based on the best technology. Instead, they may have chosen the partner because of supportability, operational flexibility, and bundled license margins. If it saves you from adding more technology vendors to the mix, however, it might be worth it.
- **Understand the history and background of the MSSP when selecting them.** A provider's history has an influence on their overall capabilities, service philosophy, and roadmap. Pure-play MSSPs generally grew up as security companies, making them great at understanding attackers, but it also means they often reacted to technology innovation rather than leading it. Telcos understand large-scale global deployments and projects but often have challenges adapting to a customer-obsessed world. Managed-IT-services providers understand process, workflow, and administration but sometimes mistake managing IT infrastructure (which prioritizes availability) for managing security infrastructure (which prioritizes confidentiality). Consulting firms have a long history of delivering highly customized projects with varying subject matter expertise requirements but might be prone to saying "That's a change order" when things deviate from the norm.


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## Supplemental Material

### Market Presence Methodology

We defined market presence in Figure 1 based on factors such as global revenue size, global customer count, and global geographic presence.

To complete our review, Forrester requested information from vendors. If vendors did not share this information with us, we made estimates based on available secondary information. We've marked companies with an asterisk if we estimated revenues or information related to geography or industries. Forrester fact-checked this report with vendors before publishing.


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