

# Overcoming the Cyber Security Talent Gap

## Reducing Risk and Downtime with Optiv Authorized Support

According to some estimates, there are nearly one million unfilled jobs in cyber security. The impact on your cyber security infrastructure could be devastating to your business. Once you've invested in cyber security technology, you must have the staff to maintain it.

**How prepared is your staff to meet these challenges?**



Expert in all the implemented technologies and know how the pieces work together and how to best optimize them.



Available 24x7 to quickly resolve issues that arise or risk costly downtime and potential breaches.



Committed to staying current on emerging trends and threats.



Able to adapt your infrastructure to meet evolving needs.

In a negative employment market, these challenges can be daunting. Many companies that run successful cyber security programs have begun to tackle these hurdles by augmenting their cyber security support staff, by partnering with a third party that maintains a highly skilled team of experts. By pooling experts with deep product knowledge and the ability to work seamlessly with vendors, this approach helps reduce downtime and risk and speed issue resolution. It has the added benefit of enabling businesses to improve overall technology utilization.



With Optiv's authorized support you get reduced downtime through cost effective case resolution. You get a team of highly skilled security engineers and technicians who are available 24x7x365 to provide rapid, expert support that is U.S.-based. And you get the added benefit of experts who can help you make the most of your cyber security technology investments.



### Reduce Downtime

- Access dedicated cyber security experts trained in your technologies 24x7x365
- Achieve committed response times of 30 minutes or less
- Escalate to product manufacturers' internal support teams when you need to
- Ensure you have timely access to latest patches and hot fixes



### Resolve Issues Faster

- Get to resolution faster with access to a skilled support team with more than 200 industry certifications
- Work with a U.S. based team for faster issue identification and improved communication
- Reduce time to resolution with just one call to support for multiple vendors and technologies (90% of issues handled by the Optiv Authorized Support team are resolved without vendor escalation)
- Access Tier 1, 2 and 3 technical support issues quickly



### Improve Technology Utilization

- Learn from our experts which major upgrades and enhancements are important to your infrastructure
- Get access to blended multi-product support options
- Minimize the impact of interoperability through testing and issue replication in the Optiv lab
- Save time by testing new technologies, configurations and policy changes before you implement

Cyber security infrastructure is a crucial part of your strategy. Optiv can help you maintain it efficiently so your team can focus on other critical tasks. Optiv Authorized Support augments your team, helping you to reduce downtime, resolve issues faster and improve how you make use of your technology investment.

To learn more about how Optiv can help you optimize existing cyber security investments, visit [optiv.com](https://www.optiv.com) today.



1125 17th Street, Suite 1700  
Denver, CO 80202

800.574.0896 | [www.optiv.com](https://www.optiv.com)

Optiv is a market-leading provider of end-to-end cyber security solutions. We help clients plan, build and run successful cyber security programs that achieve business objectives through our depth and breadth of cyber security offerings, extensive capabilities and proven expertise in cyber security strategy, managed security services, incident response, risk and compliance, security consulting, training and support, integration and architecture services, and security technology. Optiv maintains premium partnerships with more than 350 of the leading security technology manufacturers. For more information, visit [www.optiv.com](https://www.optiv.com) or follow us at [www.twitter.com/optiv](https://www.twitter.com/optiv), [www.facebook.com/optivinc](https://www.facebook.com/optivinc) and [www.linkedin.com/company/optiv-inc](https://www.linkedin.com/company/optiv-inc).