

# OpenText Managed Security Service Program (MSSP)

## Benefits

- Custom workflows leveraging machine learning and MITRE ATT&CK framework
- Detect threats in minutes, not days
- Remediate threats within minutes of detection

We believe in people, process, and technology as being the core of any managed security service provider. Here at OpenText, we have highly skilled and trained security analysts with identified workflows to detect real-time threats and perform continuous response activities.

OpenText MSSP services integrate the best-of-breed technologies with custom workflows leveraging machine learning and a MITRE ATT&CK framework, reducing time to detection and accelerating time to response on threats.

OpenText Security Services will detect threats in minutes not days. Having complete visibility of a customer's environment (network, endpoints, email, mobile, and cloud) allows us to provide rapid response to isolate and remediate any threats within minutes of detection.

## Services

<b>Network security</b>	<ul style="list-style-type: none"> <li>• Traffic monitoring</li> <li>• Log collection and analysis</li> </ul>
<b>Endpoint security</b>	<ul style="list-style-type: none"> <li>• Endpoint monitoring</li> <li>• Application security</li> </ul>
<b>Vulnerability management</b>	<ul style="list-style-type: none"> <li>• Penetration testing</li> <li>• OWASP top 10</li> <li>• WAF monitoring</li> </ul>
<b>Threat detection</b>	<ul style="list-style-type: none"> <li>• Threat intelligence</li> <li>• Threat hunting</li> </ul>
<b>Email security</b>	<ul style="list-style-type: none"> <li>• Identify phishing attacks</li> <li>• Detect insider threats</li> </ul>
<b>Cloud security monitoring</b>	<ul style="list-style-type: none"> <li>• Security monitoring</li> <li>• Web isolation</li> <li>• CASB monitoring</li> </ul>
<b>DFIR</b>	<ul style="list-style-type: none"> <li>• Forensics analysis</li> <li>• Incident response</li> </ul>
<b>Insider threat</b>	<ul style="list-style-type: none"> <li>• User behavior analytics</li> <li>• Prevent, monitor, and control</li> <li>• Data loss prevention, monitoring, and management</li> </ul>

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Source: TSIA Defining Managed Services paper Feb 2017

## About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://opentext.com).

**89% of targeted attacks are being executed within minutes**

"The time from the attacker's first action in an event chain to the initial compromise of an asset is typically measured in minutes"<sup>1</sup>

**But are not being discovered at the same pace, with some taking 'months or more'<sup>2</sup>**

"The median time to remediate leaked secrets discovered in a repository was 94 days."

**After discovery, slow response gives attackers more time to achieve their objective**

The average time to contain a breach is 68 days<sup>4</sup>

1. [2025 Data Breach Investigations Report](#) - Verizon

2. Ibid

3. Ibid

4. [Ponemon Cost of a Data Breach 2024](#)