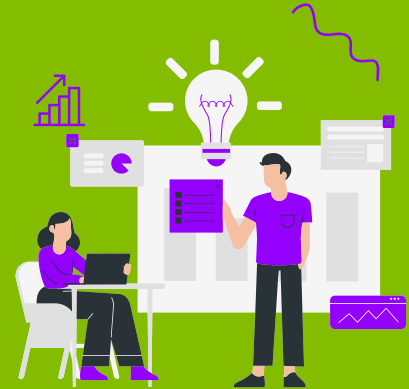


CASE STUDY








CyberMaxx

Becoming an Elite Squad of Defenders



To ensure its security teams are well prepared to defend networks against the latest cyber threats, CyberMaxx partnered with Cloud Range, the industry-leading cybersecurity simulation training solution that helps organizations develop elite cyber teams while reducing cyber risk.

RESULTS

-  Enhanced communication
-  A new value differentiator
-  Accelerated upskilling and onboarding
-  Improved client satisfaction
-  Created a “Defend Forward” cyber strategy
-  More confident and prepared team
-  More detailed response
-  Time to do what matters

“

Having realistic training that allows our security operations team to conduct hands-on training is invaluable. Cloud Range gives us the ability to focus on common attack patterns, new threats, and vulnerabilities, along with an ever-changing cyber landscape. We have the flexibility to create a training environment that fits our current customers and focuses on their needs for security.”

— Jon Matthews, VP, Cybersecurity Operations, CyberMaxx



Background

As a leading managed security service provider (MSSP), CyberMaxx revolutionized full-service cybersecurity protection of healthcare organizations. CyberMaxx's customers depend on the company's experts to provide 24/7/365 cyber protection through a full suite of services, including endpoint threat detection and response (MAXX EDR), network-based threat detection and prevention (MAXX NETWORK), and security information and event management (MAXX SIEM).

CyberMaxx's leadership understood the importance of training the cybersecurity team to be prepared for today's threat landscape that is constantly changing and growing, especially in healthcare. The security leaders looked for a way to upskill existing team members, accelerate team members' experience, and quickly onboard new personnel. CyberMaxx also wanted to have insight into each person's skillsets so any gaps could be filled.

A Common Problem

The sophistication and number of cyberattacks continue to increase but, globally, there are not enough skilled and experienced people to detect and respond to the threats. There are currently 600,000 unfilled cybersecurity jobs in the US alone, according to [CyberSeek](#). That reflects a gap in the skills that security teams need versus what they have, and 95% of cybersecurity professionals say that the skills shortage has not improved over the past few years, according to the [Information Systems Security Association \(ISSA\)](#). The result is increasing workloads and high burnout within security teams.

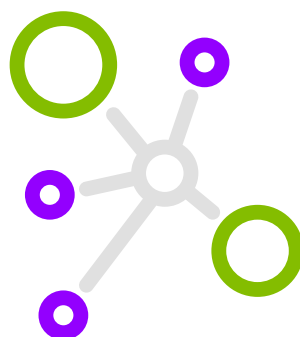
CyberMaxx knew there was a way to overcome these challenges to truly stand out as an organization. There are three distinct and vital pillars of cybersecurity defense – people, process, and technology. CyberMaxx’s leaders wanted a way to maximize their investment in all three areas while focusing heavily on its people. That would not only help CyberMaxx elevate its ability to detect, investigate, and mitigate cyberattacks effectively, but it would also differentiate CyberMaxx from others in the cybersecurity industry – an increasingly crowded space. Most MSSPs often lean heavily on only technologies and processes. While those are important, there have to be people running the technologies and processes, and they need to have measurable technical and soft skills to best defend against cyber threats.

CyberMaxx wanted to give its cybersecurity professionals an opportunity to practice with real threats and learn how to defend against them effectively and efficiently. Certifications, degrees, and skills labs are beneficial, but they are not enough to demonstrate how someone will actually perform during a real incident.

Putting an increased focus on people would help CyberMaxx increase its cyber defense preparedness, close the skills gap, and improve the culture of its security team.

The result is increasing workloads and high burnout within security teams.





A Unique Solution

After seeing a Cloud Range demonstration of live-fire, hyper-realistic team practice in a safe cyber range platform, and how security teams could work together to detect and mitigate attacks, CyberMaxx leaders knew they had found the unique solution they were looking for. The CEO and COO were immediately drawn to the concept of live-attack simulation as a way to immerse their team in simulated live incidents, identify any gaps in the security team's skills, and intentionally upskill.

Cloud Range is the only continuous, live-fire simulation and analysis program for teams that measurably tracks and improves technical and soft skills, accelerating team members' abilities and effectiveness. Unlike other types of cyber training companies who focus exclusively on individual exercises or offer generic cyber ranges without live attacks or instruction, Cloud Range provides an end-to-end cyber simulation learning experience – including cognitive assessments, candidate hiring assessments, hundreds of skills labs, TableTop 2.0 exercises, and live-fire simulation missions for teams.

How It Works

Just like military exercises, Cloud Range's simulation solution effectively prepares security teams to work together to "train how they fight." It creates a collaborative, morale-building experience while quantifiably improving cyber readiness.

Industry-Leading Range

The ability to have a group of 8-10 people (or more) in the range at one time sets Cloud Range apart from other cyber training providers. Plus, the hyper-realistic simulation environment allows each person to use their skills and knowledge in real-world situations and to improve their teamwork, communication, and judgment. That enables teams to get valuable real-life experience that many in the cybersecurity field may never have. It also helps teams improve their culture as they work together to defend against threats.

Ongoing program

Cloud Range is further differentiated by its ongoing, flexible, and frequency-based program. It includes a customized prescription of missions that are supported by Cloud Range's team of experts who provide real-time counsel, myriad content scenarios, and detailed analysis.

Frequency

A consistent training schedule ensures that the security team maintains a rhythm and stays ahead of the growing threat landscape. Cloud Range has found that the best practice is to do one mission per team each month. The frequency keeps the team energized and allows time to absorb feedback before the next mission.

Content

Cloud Range already has a content library with dozens of scenario options for teams and hundreds of lab exercises for individuals. New scenarios are added frequently to keep security teams up to date as the threat landscape becomes increasingly complex.

Actionable results

Cloud Range's instructor-led sessions include a post-training mission debrief that includes performance evaluation, two-way feedback, and suggested areas for improvement. Security leaders get insight into how their team responded to the attack, any gaps to fill, and if they are on track to meet desired goals.

Choosing Cloud Range

CyberMaxx's security team became an early adopter of Cloud Range's unique simulation solution to help ensure its cyber defense team can proactively prepare to protect customers against cyberattacks. Much like flight simulators or live-fire combat training, CyberMaxx uses the experiential-learning solution to quickly and effectively develop the skills and capabilities of new team members and continue to upskill more advanced members. The Cloud Range solution effectively prepares security teams to work together to detect and mitigate attacks and reduce risk.

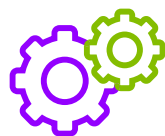
CyberMaxx partnered with Cloud Range to help them meet the following objectives:

- Use simulation training to practice and think outside the box to increase cyber preparedness
- Establish and maintain communication processes to decrease response time
- Increase team collaboration with a team-based training regimen
- Receive metrics that show the team's performance against actual attacks

Cloud Range's suite of solutions allows CyberMaxx to practice defending against real cyberattacks in an environment that reflects the normal operations of a security operations center (SOC). Team members can collaborate with each other in real-time to detect and combat threats. With Cloud Range's robust and constantly growing library of scenarios that map to the [MITRE ATT&CK framework](#) and [NICE framework](#), CyberMaxx could provide a learning path for each experience level and role, identify any gaps, and proactively upskill the security team. Plus, Cloud Range's solutions could be instructor-led and would provide detailed analysis and opportunities for continued advancement.

CyberMaxx realized Cloud Range accelerates crucial skills and abilities that lead to improved cyber defense and reduced risk.

The ongoing program of live-fire team practice was tailored for CyberMaxx's needs and goals. The result is that the people on CyberMaxx's blue team – the last line of defense – would have regular opportunities to develop tactics and techniques, validate processes, build their confidence, and become hyper-prepared for any type of threat.



Working with Cloud Range

Cloud Range and CyberMaxx worked together to develop an ongoing program of cyber simulation exercises and custom services on Cloud Range's virtual cyber range platform. CyberMaxx started with an initial "test drive" mission to acclimate users and leaders to the range and establish a baseline of skills and capabilities. The MSSP quickly saw how Cloud Range's solution provides an ideal atmosphere for all levels of experience and roles to learn and collaborate. CyberMaxx also received detailed insight into team members' abilities and how they can adapt their current knowledge to new tools and situations.

The ongoing series of flexible, scalable FlexRange missions enabled CyberMaxx's large security team to start at their pace and ultimately expand services over time. Scenarios and events were set up to accommodate current team members and new hires, as well as the different shifts that team members work. CyberMaxx also chose the option to have every live mission led by an experienced Cloud Range instructor within the training environment, allowing participants to ask questions and receive guidance as needed.

CyberMaxx has seen that the virtual SOC environment supported by Cloud Range's expert team measurably improves the performance of their security teams. The immersive training and first-hand evaluation conducted in the hyper-realistic cyber range ensure CyberMaxx's cyber defenders have the experience and judgment to tackle complex incidents and threats. Plus, the comprehensive, service-based solution empowers CyberMaxx's leaders to do what they do best and leave the administration, planning, and execution to Cloud Range.

After completing 12 missions, CyberMaxx was named an Elite MSSP Partner with Cloud Range. But it didn't stop there. The company's security teams have engaged in 18-and-counting advanced, real-world, team-based simulation exercises reflecting a variety of cyberattack scenarios and complexity levels.





Participant Feedback

9.3/10

average overall experience score

4.7/5

average score reflecting that this kind of experience contributes to overall job satisfaction

100%

of participants said they would like to do more cyber range exercises like this in the future

100%

of participants said that doing these types of exercises will help them and their team be more prepared for future events

CyberMaxx's security team realizes the cyber simulation program is not a test of their skills, but a way to hone them.

Results Gained by Implementing the Cloud Range Solution

CyberMaxx realized significant benefits from engaging with Cloud Range, including:



Enhanced communication

Not only is the CyberMaxx team more prepared to take on cyber threats after engaging in Cloud Range simulations, but the team has more effective and efficient communication. This has led to faster response times, better results, and a tighter, closer SOC team.



A new value differentiator

With the ability to provide metrics showing how the cybersecurity team performed against actual attacks, CyberMaxx has a new competitive advantage. The metrics align with the [NICE framework](#) – with scores for technical proficiency, detection, response, and prevention capabilities – and include soft skills like communication, collaboration, compliance, and creativity. CyberMaxx has upped the bar for all MSSPs.



Accelerated upskilling and onboarding

From the most advanced to entry-level, everyone's abilities, teamwork and critical thinking skills get better in Cloud Range's simulation solution. The ongoing program accelerates experience levels, technical know-how, and soft skills. It also considerably shortens new employees' time to value during onboarding.



The Cloud Range platform is a critical tool for our leadership team to evaluate the skillset of individual SOC team members and see firsthand how our teams of cyber first responders work together to tackle incidents. The ability to observe and evaluate those things on-demand, without having to wait for a real incident, is priceless."

– Jason Riddle, CEO, CyberMaxx



Improved client satisfaction

Clients of CyberMaxx recognize the benefits of a more prepared and experienced team. Incident detection and response times are shorter, helping to reduce risk. Additionally, CyberMaxx's clients can join its team in the range to align on scope and handoffs.



Ability to create a “Defend Forward” cyber strategy

Cloud Range's cyber simulation solution allows CyberMaxx to be proactive in its cyber defense, staying aware of cyber threats, how to detect and respond to them, and ultimately, how to reduce response time and mitigate risk.



More confident and prepared team

Cloud Range allows the CyberMaxx team to see things in the range before they see them in real life. When a real threat or attack happens, it's not the time to ask questions or learn techniques, the team needs to get things done. Now the CyberMaxx team is more ready and confident – and more prepared than its competitors.



More detailed response

Cloud Range's simulations involve all the roles in our security teams, including our report writers. As our team members have been exposed to various attacks and become experienced in documentation and analysis, they have learned how to develop more in-depth reports to give to customers post-attack with information that is crucial to operations.



Time to do what matters

With Cloud Range taking on the administration and execution of team training, CyberMaxx's leaders can spend their time doing what they do well, without any worry. They are confident that experts are helping to improve their business and protect their customers.



Maintained culture during lockdown

CyberMaxx and Cloud Range started working together shortly before COVID-19 forced people and businesses into a prolonged quarantine. Because the platform is cloud-based and the instructors can join via videoconference, the security team was able to continue training. That helped maintain the company's culture while everyone was working exclusively from home.



Supports growing business


As CyberMaxx has grown, the company has taken advantage of Cloud Range's flexibility and scalability. Additionally, the simulation program has been useful to quickly ramp up new hires. That is especially beneficial since CyberMaxx's security team has grown 300% in three years.



Maximizes technology

Cloud Range integrates live licenses of SOC tools (SIEM, firewalls, EDR, etc.) based on the products that are in CyberMaxx's production environment. Cloud Range also incorporates other industry-leading tools to ensure full capabilities for threat detection, investigation, and response.


When a customer evaluates or engages with an MSSP, they can't just "hope" the MSSP is prepared to defend their mission-critical networks and data. They need to *know* it. Cloud Range's Elite MSSP Partner Level ensures customers of participating MSSPs can be confident their service providers can actually do what they say they can do. CyberMaxx's ongoing partnership with Cloud Range not only empowers the team, but it also enables CyberMaxx to have concrete data that demonstrates cyber readiness.



**A CYBER RANGE ISN'T A LUXURY ANYMORE.
IT'S A NECESSITY.**

Check out Cloud Range's flexible cyber range subscriptions and get started today.

[REQUEST A DEMO](#)



CyberMaxx™

About CyberMaxx

CyberMaxx is a leading provider of MSSP and MDR solutions. CyberMaxx leverages proprietary software and institutionalized healthcare expertise to target healthcare and other highly regulated industries that require specialized security solutions. With a customer-first culture, CyberMaxx's experts provide customers 24/7/365 protection through a full suite of services including endpoint threat detection and response (MAXX EDR), network-based threat detection and prevention (MAXX NETWORK), and security information and event management (MAXX SIEM). The company also offers vulnerability risk management (MAXX VRM), incident response (MAXX Response), and risk assessment services (BALLAST Risk Assessment Software). CyberMaxx's solutions are designed to give customers peace of mind that their systems, infrastructure, and data are secure. Learn more at: cybermaxx.com.



About Cloud Range

Cloud Range is a pioneer in cybersecurity simulation training, providing the first ever full-service, customizable cyberattack simulation training solution in the world. Used by enterprise SOC and incident response teams, managed security service providers (MSSPs), governments, higher education institutions, utilities, critical infrastructure, and many other industries, Cloud Range enables organizations to accelerate the cyber defense skills of their cybersecurity professionals using its proprietary simulation training and assessment platform. Customers can train security teams, assess candidates, onboard new hires, and improve cybersecurity team skills, significantly reducing cyber risk. Cloud Range won the CISO Choice Award for security education and training, is a TAG Cyber 2021 Distinguished Vendor, and is on Cybercrime Magazine's list of the Hot Cybersecurity Companies to Watch. Learn more at cloudrange cyber.com. MSSPs interested in participating in the Cloud Range MSSP Partner Program can request information at mssp@cloudrange cyber.com.