



## The Smart Way to Manage Computer Security Incidents

### Driving Philosophy

*“Deliver a business solution rather than another software tool.”*

Process One™ has been developed as a fully integrated Computer Security Incident Response Team (CSIRT) Case Management Solution (CMS). **Process One™ empowers your CSIRT Program with advanced capabilities** necessary to enforce corporate policies and procedures, and fortify your overall security posture.



### The Knowledge Advantage

ACM Business Solutions leveraged decades of **expert knowledge and real-world experience in Security, Governance, Risk and Compliance**, with extensive practical competence in enterprise Computer Security Incident Case Management. Their expertise has gone into **defining best practices for resolution workflows (Playbooks)** for frequent incident types, and with the flexibility to manage cases specific to your company and industry. Imagine all this knowledge embedded in an integrated browser-based solution.

### The Security Paradox - Flexible Enforcement

Security professionals are faced with a challenging paradox. How to enforce a robust security model without it **being so rigid that it impedes your business?** With Process One™ CSIRT CMS you can adhere to enterprise policies and procedures, while having the **flexibility to respond to incidents on a case-by-case basis to ensure business continuity.** By leveraging a standardized framework Process One™ provides a **highly-configurable environment which easily adapts to the unique requirements** of each client without the need for code-level modifications.



### Playbook Definition:

A notebook containing descriptions of all the plays and strategies used by a team, often accompanied by diagrams to be studied and memorized.

Process One™ CSIRT Playbooks are unique sets of response activities carried out in a specific sequence to resolve a security incident from end-to-end.

### Implementation and Support

Our team of security experts will partner with you to **perform an in depth business analysis** of your security model and CSIRT practices. Afterwards, a comprehensive **CSIRT Process Guide is developed with all Playbooks and configuration data** tailored for your business.

A pre-production pilot environment is provided to test all features and functionality prior to the live deployment. World-Class system and process support is also provided during and after implementation. Process One™ is **designed for rapid deployment on your systems or with our Software-as-a-Service (SaaS) model.**

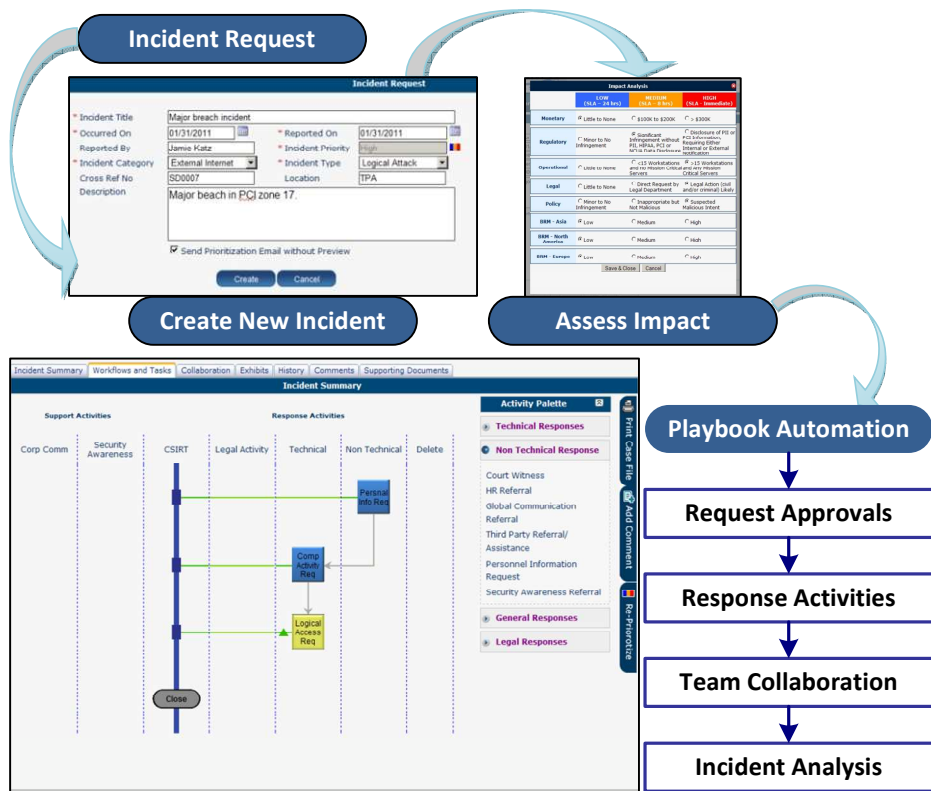
## Key Product Features

- Process One™ Dashboard based on CSIRT user roles and screen privileges
- Rapid deployment with best practices incident categories, types, impact areas and associated CSIRT Playbooks
- Highly configurable CSIRT Program policies and procedures
  - Incident classification by category, type and impact area
  - Escalation rules, notification, approvals and alert templates
  - Departmental, team and individual CSIRT permissions
  - Service Level Agreements and Major Incident handling
- Visual incident case management progress with click-through workflow map and drilldowns
- Real-time status on all incidents with a complete audit trail
- Seamless collaboration and coordination across the core and extended CSIRT members and third parties
- Enterprise integration with email, chat, voice and content management
- Centralize database for all sensitive case exhibits (electronic and physical)
- Customize unique requirements without code-level changes

## Product Architecture

- Microsoft SharePoint and .Net Framework application
- Microsoft Lync collaboration integration (formerly OCS)
- Microsoft Active Directory security integration
- Microsoft SQL Server Database
- SSL encrypted web interface and encrypted database
- Cross-platform compatibility with standard web browsers (Windows, MAC, Firefox, Linux)
- Flexible data architecture and deployment models

## Unifying CSIRT with Process One™



Even with the best cutting edge technology there are no guarantees that hardware and software tools can completely safeguard against policy violations, negligence and malicious attacks. **How effectively organizations respond to an incident is now more critical than ever.**

The Process One™ Team is **strategically focused to unify your corporate CSIRT Program with the Process One™ CSIRT Case Management Solution.**

Unifying a structured CSIRT Program with the Process One™ framework will enforce proactive, controlled and repeatable processes. **Empowering your organization to continually mature its risk profile, and be an integral part of your companies lasting success.**

For more information please email [processone@acmbs.com](mailto:processone@acmbs.com) and a representative will contact you.

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