OTORIO

OTORIO Services Portfolio

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As operational cyber attacks are becoming more prevalent, it is important for organizations to understand the potential impact of cyber attacks on their business continuity and safety, and get ready to quickly recover from a crisis. Key stakeholders must be aware of existing operational cyber security risks and be able to proactively mitigate them to ensure safe, reliable and efficient operations.

OTORIO's OT cyber experts, armed with our advanced security technologies, help customers identify and combat cybersecurity threats targeting their industrial networks, leveraging proactive, continuous cyber risks analysis of the operational environment security architecture. OTORIO's OT experts are your trusted advisors, delivering business impact-driven solutions, tailored to your organization's unique needs. They help you to reduce the complexity of managing OT security and assist in improving your operational cyber- resiliency.

Managing cyber security risks in operational environments is a new domain for many organizations, which means that success in this area relies on a combination of people, processes, and technology, rather than just a product or technology alone. That's where OTORIO's OT cyber security experts come in, as they help our customers proactively manage cyber and digital risks, while also maturing as an organization.

OTORIO services for proactive OT security

Onboarding Services:

- Customer Success Management (CSM)
- Product training and certification

Advanced Professional Services:

- Resident Engineer
- Expansion Services

Cybersecurity Consulting Services:

- Analyst Services
- Incident Response Retainer

Why Choose OTORIO's Services?

OTORIO's services are optimized to align with and support our OT cyber risk management platform. OTORIO branded service solutions are designed to maximize the value of your OTORIO technological solution and to enable digital operational resiliency across your OT cyber domain, according to your business goals. Our services ensure:

- ✓ Direct access to experienced nation level OT cyber security experts.
- ✓ Best match for leveraging the capabilities of OTORIO's technology.
- ✓ Improved ROI of technology, processes and teams.
- ✓ Better readiness for responding to OT-related cyber incidents.
- ✓ Empowering your own team to be proactive and to be in control.
- ✓ Improved detection rates of ongoing incidents, with increased efficiency.
- ✓ Reducing the complexity of OT security and supporting your business growth.
- ✓ Tailoring the security strategy and tools to your environment.

Onboarding Services

Customer Success Management (CSM)

OTORIO's Technical Customer Success Managers (CSMs) provide recurring account enablement and promote technical maturation by enabling our customers to fully utilize and optimize the capabilities of the OTORIO platform for maximum value. The CSM supports the entire product life cycle, from delivery, upgrades and adoption, to value creation, with a focus on project oversight to accelerate time to value and optimize the solution for the customer's use case.

The CSM assists customers in defining roles and responsibilities and workflows for risk management using the platform, ensuring optimal collaboration across teams. They also support the customization of risk mitigation playbooks to fit the organization's unique flows.

The CSM conducts or participates in regular meetings, including QBRs and EBRs, to demonstrate enhancements to the customer's operations security posture and provide easy-to-adopt recommendations to improve operational resilience and reduce risks to operations using OTORIO's platform.

Our CSM service provides expert guidance and support to help customers get the most out of the OTORIO platform and improve their overall risk management capabilities.

Key Deliverables

- **Orchestration of the onboarding process**
- **Product adoption and expansion management**
- **Recurring customer value discussions and curation**
- **Quarterly and executive business reviews**
- **Customer success plan development and coordination.**

Product Training and Certification

OTORIO's ongoing product training and certification services provide customers with access to our comprehensive OT Training Catalog. This subscription-based service offers users access to product fundamentals and ongoing product update training, including instructor-led sessions and certification exams. The subscription is valid for the term of the contract and is available in individual and team training options to meet specific learning needs.

Our training catalog includes fundamentals for RAM2, spOT and remOT, as well as ongoing product update training. All of our training is delivered by OTORIO experts who share their knowledge and expertise to help OT security practitioners understand and operate our solutions. By providing access to high-quality training, we enable our customers to make informed decisions when using OTORIO's solutions.

With access to our comprehensive training programs, customers can feel confident in their ability to manage and mitigate cyber risks.

Key Deliverables

- **Instructor-led training (dedicated or open enrollment)**
- **Individual labs**
- **Reference materials and documentation**
- **Industry-recognized product certifications**

Advanced Professional Services

Resident Engineer

OTORIO's Resident Engineers (RE) service provides expert staff augmentation for customers who need direct, hands-on support for operating and maintaining their OTORIO solution. The RE provides consistent and expert product sustainment that enables faster maturity of OTORIO's OT Cyber Risk Management Platform capabilities while reducing demands on the customer's staff.

Our RE services are designed to help customers get the most out of their OTORIO solution and optimize their risk management capabilities based on OTORIO best practices while flexibly aligning with the customer's unique needs. With a RE in place, customers gain direct access to in-house OTORIO experts who can rapidly resolve issues and manage cases as OT security responders.

OTORIO offers two options for the RE service: a dedicated RE who provides full-time, onsite or remote staff augmentation, or a designated RE who provides part-time, remote staff augmentation.

Key Deliverables

- **Full or part-time administration of the product**
- **Initial troubleshooting and triage of support tickets**
- **Direct reach back to OTORIO for product and cyber best practices expertise**
- **Research and support expertise**
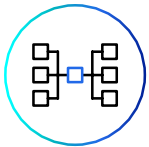
Expansion Services

OTORIO's Advanced Adoption Service is designed to help our customers achieve their OT security goals by expanding and maturing their OTORIO solution. Our solution architects work closely with the customer and OTORIO's CSM team to provide customized consultancy services that meet the specific needs of each customer. Whether it's expanding the solution beyond the current scope, integrating additional plugins or covering additional sites, our team of experts will assist you in planning and delivering the expanded solution according to your network architecture and business goals. With our Advanced Adoption Service, you can ensure that your OTORIO solution can scale to meet your growing needs, enabling you to achieve maximum value from your investment in OT security.

Key Deliverables

- **Expansion architecture workshop**
- **Expert delivery of new or expanded capabilities**
- **The continued oversight and management of additional product capabilities, scope and value by the CSM, as documented in the customer success plan**

Cybersecurity Consulting Services

Analyst Services

OTORIO's Analyst Services provide comprehensive operational cyber security posture analysis through the use of our proprietary technology. Our team of expert analysts conducts proactive analysis of the OT network, evaluates security controls and collects data on OT industrial assets, ensuring that critical vulnerabilities are identified and addressed before they can be exploited.

With a focus on reducing noise and providing efficient, actionable recommendations, OTORIO's Analyst Services help customers maintain a resilient OT security posture, while providing dashboards and reports to relevant stakeholders. Our analysts use their deep expert knowledge to validate vulnerabilities and support with playbooks for mitigation, ensuring that risk reduction solutions are practical and feasible in business-critical environments.

By reducing false-positives, validating critical vulnerabilities, and customizing the detection logic according to the customer's environment unique characteristics, OTORIO's Analyst Services eliminate the burden on security personnel, freeing up valuable resources to focus on real, critical risks. Our approach accounts for the unique constraints of the operational environment, producing dedicated mitigation playbooks that ensure a smooth and seamless process for preserving continuous operation. With OTORIO's Analyst Services, customers can rest assured that their OT security is in the hands of experienced experts, with access to cutting-edge technology and tools for cyber security operations.

Key Deliverables

- **Comprehensive operational cyber security posture analysis**
- **Customized dashboards and reports aligned to the customer cyber risk priorities**

Incident Response Retainer

OTORIO's Incident Response services offer rapid, effective and complete solutions to help customers recover from cyber incidents in their operational networks. With the support of our RAM2 solution, our incident response experts proactively investigate security systems in the affected environment and gather data to detect the root cause of the attack.

Our IR retainer process includes an accelerated workshop to familiarize ourselves with our customers' operational environment, organization governance structure, and existing security controls. We establish a remote connection to the network in advance, enabling us to respond quickly in case of a cyber incident. Customers also benefit from a dedicated communication channel with our IR team, providing them with better readiness and response to future cyber incidents.

Our incident response services are available to customers who have RAM2 in their network. We offer daily technical and status briefings, along with backend support for communication with insurers and participation in post-attack workshops with the customer. Our services optimize recovery time, efficiently respond to incidents, and lower the cost of incident response investigations. Our customers have the confidence that they have industry-leading experts on call to respond to their needs 24/7, 365 days a year, including weekends and holidays, based on defined SLAs.

Key Deliverables

- **24/7 response**
- **Proactive investigation of your security systems**
- **Daily technical and status briefings and participation in post-attack workshops**

About OTORIO

OTORIO has pioneered an industrial-native OT security platform that enables its customers to achieve an integrated, holistic security strategy for industrial control systems (ICS) and cyber-physical systems (CPS).

Together with its partners, OTORIO empowers operational security practitioners to proactively manage cyber risks and ensure resilient operations. The company's platform provides automated and consolidated visibility of the entire operational network, enabling companies to take control of their security posture, eliminate critical risks, and deliver immediate business value across the organization.

OTORIO's global team combines the extensive mission-critical experience of top nation-state cyber security experts with deep operational and industrial domain expertise.

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