COMPANY

CLOUD DIGITAL

PARTNER
Managed Security
Services Provider

SERVICES
Dark Web
Investigation Services

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JONATHAN PALMER
Co-Founder of Cloud Digital

IDENTIFYING AND SHIELDING CUSTOMERS FROM DARK WEB THREATS

Cloud Digital first approached Searchlight Cyber in the wake of one of its clients suffering a ransomware attack at the hands of the hacking group BlackBasta. Once the Managed Security Services Provider (MSSP) became aware of the breach, it sprang into action and successfully managed to mitigate the damage on behalf of its client. However, Cloud Digital's Co-Founder, Jonathan Palmer, was concerned that their dark web monitoring solution hadn't picked up the attack.

"As an MSSP, it's really important to be on top of breaches against our customers and be proactively tracking threats. To be able to do that effectively, we need to have the best threat intelligence. A cyberattack against our client was the catalyst for us to find a better solution that would not only meet our expectations, but that of the customer as well. "
Jonathan Palmer, Co-Founder of Cloud Digital.

This incident led to Cloud Digital seeking an alternative threat intelligence solution that could give it and its clients peace of mind. Cloud Digital spoke to Searchlight Cyber the same day, and within the hour it had identified the client's data on BlackBasta's dark web ransomware leak site.

CONDUCTING DARK WEB INVESTIGATIONS ON BEHALF OF CUSTOMERS

Partnering with Searchlight Cyber allows Cloud Digital to conduct proactive threat investigations on behalf of its clients. While the dark web is a hidden part of the internet, Searchlight Cyber's dark web intelligence tools give Cloud Digital access to the most extensive dark web data available and visibility into cybercriminal activity that would otherwise be untraceable.

Searchlight Cyber gathers data from different sources on the dark web using automated and manual techniques. Its investigation tools allow teams to safely navigate the most comprehensive database and investigate live sites or search back through more than 15 years of historic dark web data, which is also trusted by law enforcement and government agencies across the world.

Cloud Digital's Dark Web investigators are now able to gather intelligence from hundreds of dark web marketplaces, forums, and websites, making it easier to spot potential threats against their clients and take immediate action.

Jonathan Palmer said: "At Cloud Digital, we live by the motto 'Think like a criminal, act like an angel'. To protect our clients, we need to understand how adversaries operate and anticipate their next move. The dark web is where these criminals converge, target businesses, and plan their attacks. Having the best visibility into this environment, and access to law enforcement grade data, empowers us to safeguard our customers from risks that would otherwise go unnoticed, such as reputational damage, financial loss, and even threats against executives. No organization can afford to overlook this level of risk."

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> The access we have to the dark web, its data, and insights allows us to create a business case that CISOs can see real value in. This is where we can say that Searchlight Cyber has had a true impact on our bottom line.

ADDING VALUE TO MSSP PRODUCTS

The ability to offer dark web investigation services allows Cloud Digital to add value for its customers through a far more proactive approach to combating threats. As well as the cybersecurity products it deploy for its clients, its dark web investigation services brings Cloud Digital to the forefront of the industry, giving it a competitive edge and USP that other MSSPs don't have. This helps to increase the monthly recurring revenue of the business, ultimately adding value to the bottom line.

The vast majority (90 percent) of Cloud Digital's customers have signed up for dark web investigation services. Palmer estimates that two major incidents have been prevented or identified earlier per customer, thanks to the dark web intelligence provided by Searchlight Cyber.
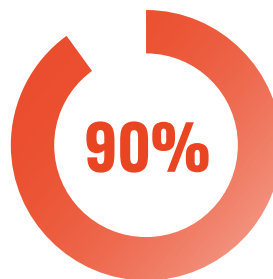
90% *of Cloud Digital's customers have signed up for dark web investigation services. Simultaneously increasing sales margins and the level of coverage offered by Cloud Digital.*

Palmer explains: "When prospective customers ask 'why are we going to use you when we have a managed service already,' dark web investigation capabilities are something concrete we can show them that goes above and beyond the industry standard. The access we have to the dark web, its data, and insights allows us to create a business case that CISOs can see real value in. This is where we can say that Searchlight Cyber has had a true impact on our bottom line."