CNS at Six Degrees

XMA CASE STUDY

XMA secures its operating footprint with 24x7 Managed Detection and Response services from Six Degrees.

XMA supports your business every step of the way with its range of solutions and services, each one market-leading and fine-tuned to perfection. They're with you every step of the way, helping you elevate customer satisfaction, streamline operational efficiency, and fuel growth. With over 35 years in the business and best-in-class solutions, see where eXceptional takes you.

Challenge

XMA is a growing IT solutions provider with a large and complex IT estate. Operating in today's high-risk threat landscape, the business needed to improve its overall cyber security posture – strengthening detection capabilities, reducing incident response times, and gaining continuous visibility over its environment.

Internally, XMA's cyber security team recognised a growing volume of security events and the limitations of relying solely on in-house tools and personnel. Manual analysis of threat data was becoming increasingly unmanageable, leading to concerns over missed threats and delayed response times. The business wanted reassurance that its environment was being continuously monitored and protected, with any potential compromise swiftly identified, investigated, and remediated.

Furthermore, XMA sought a solution that could go beyond alerting – delivering threat intelligence, real-time human analysis, and hands-on investigation of potentially high-impact incidents. A key requirement was to partner with a provider that could operate as an extension of their team, contributing technical expertise while supporting the fine-tuning of detection and response strategies over time.

Solution

XMA selected Six Degrees as its Managed Detection and Response (MDR) provider following strong internal recommendations and clear evidence of Six Degrees' technical capability, security expertise, and service excellence.

Benefits at a Glance

- **24x7 security coverage without the cost of internal staffing.** Six Degrees provides round-the-clock monitoring, detection, and response, enabling XMA to protect its estate without the overheads and constraints of maintaining an in-house 24x7 team.
- **Faster, more accurate threat detection and response.** With expert analysts and AI-enhanced tooling, Six Degrees dramatically reduces mean time to detect (MTTD) and mean time to respond (MTTR), containing threats before they impact operations.
- **Proactive threat intelligence and playbook development.** The service includes the development of custom playbooks, integrations with Microsoft Sentinel, and regular threat intelligence updates – keeping XMA ahead of evolving threat actors.
- **A trusted, strategic security partner.** Six Degrees doesn't just deliver a service. We partner with XMA to improve their security maturity, guide log and telemetry decisions, and ensure the organisation stays protected against both current and emerging risks.

From the outset, the partnership was built on a strong foundation of trust and collaboration. Six Degrees worked closely with XMA to deliver a seamless deployment of its MDR solution, ensuring alignment with XMA's existing security tools and infrastructure. The solution integrated endpoint telemetry from across XMA's devices into their SIEM, leveraging expert-tuned detection rules, threat intelligence feeds, and automated playbooks to drive high-confidence alerts.

Key components of the Six Degrees MDR service include:

- 24x7 monitoring and threat detection across XMA's IT estate
- Expert Security Operations Centre (SOC) support, including rapid triage, escalation, and root-cause analysis
- Threat intelligence integration, helping identify and mitigate advanced and targeted threats
- Quarterly service reviews to continuously optimise detection settings, logging configurations, and response protocols

Six Degrees' SOC analysts act as the 'eyes and ears' of XMA's security operations – delivering human-led analysis and response to all priority incidents. When a P1 or P2 incident is raised, Six Degrees analysts escalate immediately to designated XMA contacts, provide deep-dive investigation, and support incident resolution within agreed timeframes.

Outcome

The implementation of Six Degrees' MDR service has significantly enhanced XMA's cyber resilience. Today, the business benefits from continuous visibility over its environment, faster and more accurate detection of threats, and expert support from a partner it trusts.

The MDR service has delivered several transformational benefits:

- **Significantly reduced detection and response times.** Real-time alerting, combined with rapid, expert-led analysis, ensures incidents are identified and addressed before they can escalate.
- **Improved visibility and intelligence.** Six Degrees provides XMA with regular threat intelligence feeds and insights into emerging threat actor behaviour – equipping them with knowledge they wouldn't easily acquire in-house.
- **A true extension of the internal team.** The SOC analysts not only manage alerts but help fine-tune the service, recommend log sources to improve visibility, and offer detailed reviews of incident trends and threat vectors.
- **Trust-based partnership.** Six Degrees analysts flag areas for improvement proactively and are responsive to feedback, retracing steps and correcting approaches when needed.

Through quarterly reviews, Six Degrees and XMA continue to evolve the MDR deployment – enhancing log coverage, adapting detection rules, and responding to changes in the threat landscape. The relationship has matured into a strategic partnership, where security outcomes are continuously improved through collaboration and shared expertise.

"How would I describe the experience of working with Six Degrees? In one word, excellent."
Lead Cyber Security Analyst, XMA

Our Solutions

Core

Hybrid Cloud

Cyber Security

Modern Work

About Six Degrees

At Six Degrees we're all about enabling our clients' success through technology.

Our people are who differentiate us, and we do everything possible to arm them with the knowledge, support and freedom they need to make the most of our best-in-class technology.

We offer a portfolio of people-led, AI-enabled services across four portfolio areas: Core, Hybrid Cloud, Cyber Security, and Modern Work. All of our services integrate seamlessly to align with our clients' desired outcomes: regardless of where a service sits in our portfolio, it will form part of a solution that maps directly to a business challenge or need.

We partner with best-in-class technology vendors, and we're deeply embedded in the Microsoft ecosystem – as a Microsoft partner we align to Microsoft best practices across our portfolio. We also have serious cyber security credentials – in fact, we believe we're one of the most highly accredited providers in the UK.

This is how we differentiate ourselves in a crowded market: best people. Best technology. And client-first, always.

CNS
at Six Degrees

Enhance your cyber security and safeguard your organisation with our cyber security strategy and advisory, consultancy, and managed services. Speak to an expert: hub.6dg.co.uk/schedule-call-cyber-security