

Combating Managed SecOps Challenges

→ Anna Webb

Head of Global Security Operations



Meet your host



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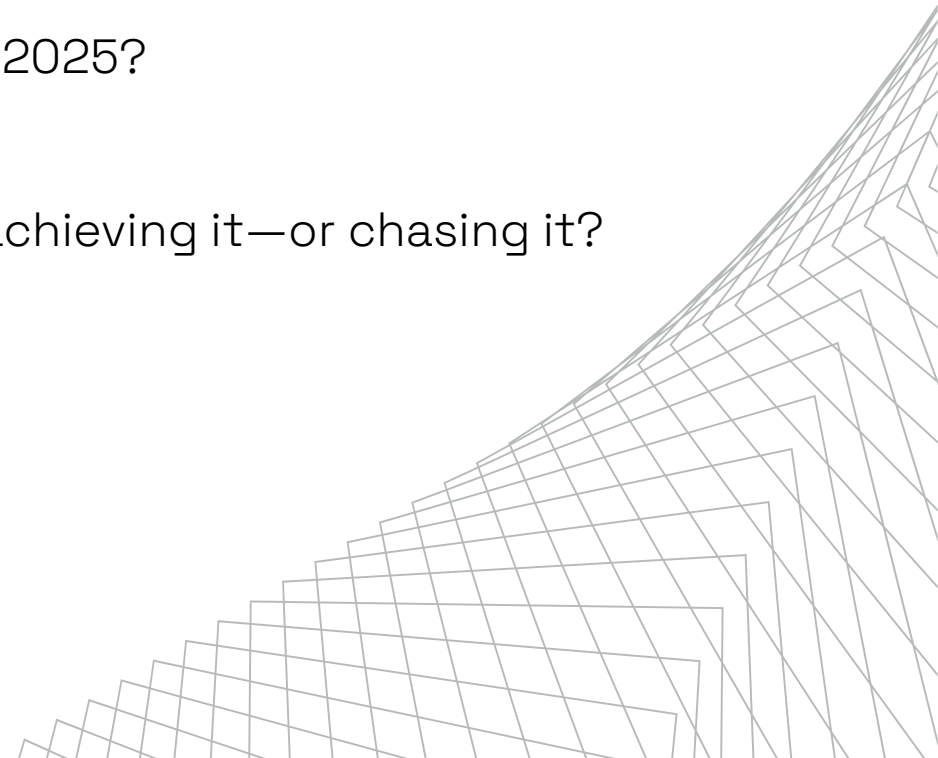
Anna leads Kocho's Security Operations Centre, helping organisations build resilient, modern security strategies using Microsoft technologies.

She's also an external mentor with the Microsoft Women's Mentoring Programme, supporting the next generation of women in tech and security.

Setting the scene

What does “holistic security operations” mean in 2025?

Are we achieving it—or chasing it?



The real cost of Holistic Security

- **People:** Skills shortages, burnout, 24x7 expectations
- **Processes:** Complexity, duplication, alert fatigue
- **Technology:** Tool sprawl, integration gaps
- **Hidden costs:** Shadow IT, poor readiness, blind spots



Outsourcing fears

What is holding you back?

- Loss of visibility or control
- Responsiveness and service quality
- Alignment to goals and culture
- Trust, transparency, and security of the MSSP itself



The Wake-Up Call – Recent Attacks

The M&S logo is a black square with the white text "M&S" inside.

M&S

M&S attack:

→ Timing and visibility failures

The Co-op logo is a blue square with the white text "co op" inside.

co
op

Co-op attack:

→ Third-party vulnerability impact

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Lessons:

→ Supply chain risk, proactive response



Managing the supply chain risk

- How many vendors touch your data?
- How well do you monitor them?
- Do you have early-warning capabilities?


Choosing the right partner

- Transparency in reporting and processes
- Tech stack compatibility (e.g., Defender XDR)
- Cultural and strategic fit
- Supply chain and third-party monitoring





Spotlight: Microsoft Sentinel and Defender XDR in action

- Unified detection:
 - Endpoints, identity, cloud, email
 - Reduces alert fatigue, enables smart automation
 - Integrates into MSSP operations
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Final thoughts – Visionary Strategies

- What one change would have biggest impact?
- Where are we too reactive vs strategic?
- Future focus: AI, automation, deeper risk insight