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**TAG Cyber Analyst Note:
RESPOND SOFTWARE LAUNCHES FIRST RESPONDER SERVICE**

December 9, 2019 (Mountain View): Respond Software recently announced the launch of a new solution offering called *First Responder Service*. Designed to support concierge escalation when customers need to speak with a human attendant, the First Responder Service is built on the company's flagship Respond Analyst platform, which focuses on Robotic Decision Automation for enterprise and managed security service operations.

The TAG Cyber team views this new security service as bridging an important gap between SOC automation and human support team capabilities. The advantages of automation in the context of a security operations center (SOC) are obvious: Rapid incident response, reduced operating costs, software-based integration with other security tools, and a solution to the growing talent gap in the cyber security industry.

With this new service, however, Respond Software offers its clients a practical point of escalation when needed. Such live consultation can include support for an on-going investigation, as well as suggestions and recommendations for mitigation and remediation. The First Responder team will generally work with clients through an on-boarding period to gain an understanding of locally relevant processes, staff, resources, and architecture.

Mike Armistead, Respond Software CEO said the following in a recent press release. "Managed security service providers (MSSPs) and managed detection and respond (MDR) providers collect mounds of data, much of which can't be used because there aren't enough people to dig through it. By combining the Respond Analyst with trained professionals, we have created a new kind of MDR that solves these issues at a reasonable cost."

Enterprise SOC teams, managed service providers (MSPs), and MSSPs would be well-advised to look carefully at this new service. While it is obviously clear that automation will continue to drive strategic design of SOC infrastructure, it is hard to argue with the peace of mind that will come from knowing that First Responder experts are available when that time comes – and it certainly will come – when it is necessary to reach out to an expert.

About Respond Software: Respond Software delivers near-instant return on investment to organizations in their battle against cyber-crime. As a leader in the emerging class of automated

software known as Robotic Decision Automation (RDA), Respond Software is working to address the critical shortage of skilled security analysts impacting security teams of all sizes. Its patented intelligent decision engine, PGO®, uniquely combines human expert judgement with the scale and consistency of software to dramatically increase capacity and improve monitoring and triage capabilities at a fraction of the cost of in-house or outsourced personnel. Respond Software was founded in 2016 by security and software industry veterans and services customers across critical infrastructure sectors such as banking, energy, and retail.

About TAG Cyber: Founded by Dr. Edward Amoroso in 2016, New York-based TAG Cyber democratizes cyber security research and advisory services for enterprise professionals around the world. The TAG Cyber Security Annual provides free guidance on the cyber security industry based on fifty identified controls. The company also offers expert consulting services, as well as a Cyber Corps platform designed to help students learn the craft of cyber defense.