

YOUR GUIDE TO: Noise Reduction



HiveWatch

“Noise” in a global security operations center (GSOC) refers to the numerous alarms coming in for operators to analyze and address. Amongst this “noise” are legitimate security alerts that need to be addressed immediately, crowded by completely false alarms triggered by faulty sensors, environmental factors (wind, rain, animals), and user error. When left unaddressed this noise problem can result in system overload, compromised security, high operator turnover, and complacency.

An out-of-the-box solution might not be the best option for companies looking to adopt a **noise reduction strategy** for their operations center. Each company is dealing with their unique noise, meaning customization is key to silencing alarms, without suppressing the ones your team actually needs. One man’s noise is another man’s treasure.

“We were getting as many as **305 alarms a month**, and now we’re down to about 25. That’s a monthly **noise reduction of 91%**, freeing up hours of our operator’s time to focus on more strategic initiatives.”

A Different Approach

Problem: I get too many false alarms.

Solution: Not only do teams who are burdened with excess noise face alarm fatigue, missed incidents, and additional employee turnover, they’re also losing focus on more critical security initiatives which could ultimately improve the health and efficiency of their security program.

Problem: My noise reduction software doesn’t understand the kinds of alarms I want to get.

Solution: What may be noise to one SOC could be music to another’s. When overlaying an uncustomized, standard software, there is a risk of losing or silencing real alarms.

Problem: Underperforming or offline devices add more noise to the equation.

Solution: Device health management is imperative for addressing GSOC noise reduction, which can contribute to lost time and resources triaging hardware issues. Quick identification and remediation is needed to help reduce the number of alarms incoming from these sources.

A New Strategy

The **HiveWatch® GSOC Operating System** analyzes not only the systems being used, but individual customer data to determine the most accurate and productive path forward. This, combined with machine learning, allows HiveWatch to dramatically reduce false alarms and excess noise.