

SupportIQ



Support Help when you need it

CybrIQ delivers always-on support for the CybrIQ platform with continuous visibility and protection across your connected spaces. Our approach combines real-time monitoring, proactive risk detection, and expert response to keep your rooms, switches, and devices secure around the clock. Inspired by modern SOC and MDR practices, CybrIQ extends protection into the physical layer where traditional tools stop.

What's included

- Platform support for discovery, device trust, and incident response
- Continuous monitoring and triage for physical-layer risk and device integrity
- Incident validation, containment, and recovery in collaboration with your team
- Executive-level reporting that tracks risk reduction and measurable outcomes
- Custom runbooks for alert intake, triage, containment, and recovery
- Monthly risk and performance scorecards with executive summaries
- Post-incident reports with timelines, remediation details, and measurable outcomes

Our model follows best-in-class SOC operations that unite people, process, and technology to reduce business risk at all hours. Our focus is on clear outcomes that show progress and resilience, not just activity or alert volume.

Availability and Response

CybrIQ provides twenty-four by seven alert triage and response. Every critical alert receives human review and immediate coordination with your internal team. Since many incidents occur after hours, CybrIQ ensures expert coverage when your staff might not be online.

Supported Environments

- Enterprise networks with managed switches and wireless infrastructure
- Conference rooms and AV environments including compute, cameras, microphones, and control systems
- Hybrid cloud and on-premises networks, including offline update support when direct access is restricted

CybrIQ focuses on the physical identity and electrical behavior of devices, complementing your existing endpoint, SIEM, and network security systems.

Reporting and Metrics

- Mean time to detect and contain device-level incidents
- Number of unauthorized or unknown devices resolved
- Patch and firmware compliance by device and room
- Risk posture trends over time

CybrIQ's continuous monitoring and reporting provide leaders with insight into where risk is decreasing and where more attention is needed.

