Customer Profile – SOC Project

This profile is designed for SOC onboarding

Business Name: Vanguard
Business Size: 50+ employees
Location: Beirut + Saida
Budget: Minimal

Business Structure

Mid-Size law firm specializing in corporate and intellectual property law. Established reputation, serving high-profile clients nationwide.

Products or Services Used

Legal consulting, litigation services, intellectual property management, corporate contract drafting.

Strengths

Strong legal expertise, loyal client base, high-value contracts and clients.

Opportunities

Expand cybersecurity capabilities, increase client confidence, meet higher compliance standards.

Pain Points

Limited initial budget for full IT coverage and rising cyber threats targeting law firms.

Summary / Notes

Firm is prioritizing protection of core assets while planning a phased expansion of SOC coverage.

Demographics

Age Range: 25–60 (staff)
Gender: Mixed
Education Level: Highly educated (law degrees, paralegals, IT staff)

Firmographics

Industry: Legal
Ownership Structure: Private

Geographics

Primary Location: Beirut, Lebanon
Number of Locations: 2 (national)
Security Regulatory Compliance Requirements per Location: Data privacy and confidentiality regulations, local bar association standards.

Technographics

Security Needs: Protection of client data, endpoint and server hardening, secure remote access.
Current Security Stack: Antivirus on endpoints,
Preferred Vendors: Microsoft, Wazuh, OpenEDR.
Security Concerns: Targeted phishing, ransomware, data breaches.
Security Budget: Low initial budget focusing on most critical assets.

Psychographics

Decision-Making Process: Partner-level approval for major purchases.
Preferred Communication Method: Email and secure collaboration platforms.
Attitude Toward Cybersecurity and Data Privacy: High priority due to client confidentiality obligations.

Behavioral Data

Buying Process: Phased adoption of SOCaaS services.
History of Security Incidents: Occasional phishing attempts and suspected malware downloads.
Frequency of Security Incidents: Low but potentially high impact.
Response to Security Measures: Positive, staff willing to follow security protocols.