

THE POWER OF PARTNERS

Decisive Group/IBM: Channeling Big Blue.

If you know anything about the corporate history of IBM, you know the company doesn't like to simply maintain the status quo—even when it's the clear market leader. After all, this is the company that sold off its dominant personal computing division to Lenovo in 2005, and shed its semiconductor manufacturing unit in 2015. No, Big Blue doesn't like stasis; its business strategy has long been focused on selling off low-margin assets while shifting its focus to higher-value, more profitable ventures.

One of the company's first important moves into the area of cybersecurity was the 2011 purchase of Q1 Labs, which provided access to the QRadar Security Intelligence Platform. A decade later, IBM had grown its cybersecurity business into the largest player in the sector, employing some 10,000 people around the world, out of a total headcount of about 346,000.

To scale quickly in the cybersecurity field, IBM adopted an aggressive channel partner approach, and welcomed Decisive to its orbit in 2018. Since then, the two companies have thrived in Canada, using IBM's QRadar technology to power security information and event management (SIEM) systems for public and private enterprises.

Compounded Benefits.

For IBM, finding Decisive was highly advantageous, because the company could act as an effective reseller, install systems, and provide managed services based on IBM's software. The Armonk, New York-based giant was particularly impressed with the experience Decisive's cybersecurity personnel had gained from working with the Government of Canada and large telecommunications suppliers.

At Decisive, IBM found a group of highly skilled cybersecurity specialists who were next-generation security operations centre (SOC) experts—people who had seen the way most corporate security teams and managed service providers worked. Their background enables them to truly add value by using QRadar to create advanced SIEMs usually only seen at IBM's largest customers.



The exceptional synergy between the two companies also enables small- to medium-sized enterprises to take advantage of the type of product customization that IBM typically reserves for its largest clients in the banking sector. What Decisive and IBM refer to as a “compounding effect” allows smaller organizations to access the full range of IBM’s experience, combined with Decisive’s ability to tailor a solution based on the customer’s unique environment.

Partnering for customer success.

The knowledge flow between IBM and Decisive has been of enormous benefit to the smaller company. As a channel partner, Decisive has complete access to IBM’s massive storehouse of product knowledge, enabling it to flow that insight on to customers. Retrieving relevant information through IBM’s Learning Academy can sometimes seem overwhelming for the average end-user, but Decisive can apply a much-needed filter to that firehose and get directly to the information that’s needed.

For customers looking to be proactive about their cybersecurity, but lacking SOC personnel, the IBM/Decisive partnership provides a level of care that’s otherwise unattainable. In that regard, Decisive becomes what it sees as a “success agent,” helping organizations effectively deploy their defences and maintain them as threats continue to grow and evolve.

Enterprise IT. Customized for you.

Decisive Group designs, builds, and maintains enterprise IT infrastructure and hybrid cloud, as well as managing and protecting data.

We engage with customers through our hands-on approach, providing guidance and highly personalized service. Solutions-driven, we partner with the world’s leading providers of standards-based hardware, software, networking, security, and cloud products with one aim: to optimize processes and improve outcomes for medium and large enterprises.

In 2001, Decisive Technologies was founded as a professional services company in Canada’s National Capital Region, and we began offering data centre solutions in 2010. We expanded our offerings in 2013 with the addition of BriteSky Technologies, which originally focused on cloud storage, and in 2021, the companies amalgamated their products and services under the Decisive Group banner.

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