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Featured Application



Digital Hands: Delivering Business Value Through Personalized, Outcome-Driven Security

At Digital Hands, customer success isn't a department; it's the foundation of our operating model. In an industry overrun with one-size-fits-all security platforms and highly impersonal automation-only solutions, we stand apart by prioritizing customer outcomes, long-term satisfaction, and strategic partnerships. That very prioritization has driven business growth not only for Digital Hands but also for our customers. With over two decades of leadership in the pure play Managed Security Service Provider space and an average of a 94%+ CSAT, we've earned our place as a true security ally to our customers.

Customer-First Initiatives in a Commoditized Market

Digital Hands has consistently placed customer support at the center of our service philosophy. As the managed security services industry shifted towards automation-heavy platforms and standardized support models, we continued to invest in what matters most for service: real people, real expertise, and real results.

We recognize that every organization faces a unique set of threats, infrastructure challenges, and operational priorities. That's why our model is built around people who deeply understand each customers' environments, who can design and adapt response strategies in real time, who customize business intelligence and reporting to track progress and anomalies, and who are accountable for delivering outcomes. Our analysts and engineers create playbooks that are not just technically sound, but operationally relevant, reflecting the unique realities that each customer faces on the ground.

While we leverage automation to enhance efficiency, weeding out prolific noise and detecting threats are always guided by human insight. Our teams continuously monitor, respond, and refine processes to meet the needs of each customer, not just during incidents, but throughout their entire security lifecycle.

To further strengthen the customer experience, we launched our *Moments That Matter* (MTM) program. This initiative ensures that key milestones like onboarding, business reviews, renewals, and expansions are handled with care, precision, and a focus on building long-term value. We have also implemented a gamified rewards system for all employees that recognizes and celebrates employee contributions to customer-impacting initiatives.

By prioritizing customer outcomes over automated shortcuts and often taking the harder road to deliver personalized service, Digital Hands continues to deliver meaningful, measurable impact in a market that often treats security managed services as multi feature product.

Strategic Impact, Measurable Outcomes, Long-Term Growth

Our approach is centered on leading through high-stakes moments, not just responding to them, but turning them into opportunities that create lasting value. The strength of our model lies in our ability to act quickly, scale rapidly and effectively, and solve complex problems with precision.

Here are just a few real-world examples that demonstrate the depth of our capabilities:

- When the global CrowdStrike outage disrupted operations worldwide, we didn't wait for a support ticket, we acted. Within minutes of identifying the issue, we proactively alerted one of the world's largest franchise chains, despite not managing their CrowdStrike Platform. We immediately mobilized 30 additional analysts across multiple time zones and executed a coordinated containment and recovery operation across more than 6,000 affected locations, all within 30 hours. We designed the solution to be simple and effective, enabling non-technical hotel staff, many of whom were left in the dark, to restore operations quickly and confidently. Our swift delivery enabled preservation of revenue and brand health for our clients in a time when their competitors and large organizations suffered a catastrophic downtime impact.



- Following the discovery of a nation-state-backed zero-day exploit, a global enterprise turned to us in crisis. Our team immediately audited over a year of system logs, isolated and removed compromised assets, rebuilt firewall configurations across thousands of geographically dispersed sites, and fully restored operation, all within 24 hours. Our alignment with their goals that consistently enhanced their customer experience led to renewal and expansion success in a hyper competitive/cost slashing market.
- For a multinational enterprise with teams operating across multiple continents, we were tasked with designing a set of highly customized, time zone-aware response playbooks. Most providers reserve this level of tailored capability for only their “high-value accounts”, if they offer it at all. We built, tested, and deployed the full suite in under one week, enabling 24/7 coordinated response that aligned with client’s global workforce and risk posture.

These are not outliers; they are the standards to which we hold ourselves. Our model blends expert-led operations with automation, intelligence, flexibility, and care. We create long-term value by solving today’s most urgent threats while preparing our customers for what is next.

Operationalizing Customer Success

Our service delivery framework integrates customer success directly into security operations. SOC analysts, Customer Success Managers, and Product teams operate in tight alignment, enabling continuous feedback loops, fast iteration, and highly adaptive service models. Post-incident reviews are treated as opportunities for continued improvement, and our KPIs are designed to measure both threat reduction and overall business impact.

We scale customer-specific playbooks, onboard legacy and non-standard technologies, and flex resource models without unnecessary bureaucracy. If a customer requires rapid expansion or specialized skills, we respond immediately. This level of agility is embedded into our culture and reflected in every aspect of our execution.

Built for the Real World

Our analysts bring twice the industry average in experience, and many of our customer relationships stood the test of time, spanning more than a decade. In 2024, we achieved 34% recurring revenue growth, more than doubling the 14% average reported by MSSP Alerts. From the top 10% of our billing customers, we saw recurring revenue growth exceeding 50%, underscoring our ability to drive sustained value, scale with our clients, and deliver a strong performance in a competitive segment of the market.

We meet customers where they are and help them extract more value from the tools and infrastructure, they already own. In a landscape where threats evolve daily and automation alone falls short, we deliver outcomes that are practical, precise, and deeply customer specific. We don’t just monitor environments; we respond with intention, adapt in real time, and act with accountability.

How do we give our customers greater coverage, stronger outcomes, and long-term satisfaction? We do this with a mission focused, passionate team; fortified by maniacal workflow optimization, automated technology, flexible contracting systems and with continuous quality assurance feedback loop.



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