

Reinventing the GSOC: The True Nerve Center of the Enterprise

This panel explored how Global Security Operations Centers (GSOCs) are evolving from traditional monitoring hubs into strategic business enablers. Speakers emphasized aligning GSOC strategy with business objectives, building cross-functional integration, and enhancing decision-making through trusted intelligence. The discussion highlighted the importance of adaptability, talent development, and stakeholder trust while addressing challenges like internal silos, crisis coordination, and demonstrating measurable value to leadership.

Speakers

[Ben Grimes](#)

GSOC Operator
Kirkland & Ellis

[Dave Komendat](#)

Former CSO
Boeing

[Nick Saroka](#)

VP, Operations
Exlog-Global

[Patrick Weinland](#)

Global Head of Safety and Security
Block

Key Themes and Topics

Aligning GSOC Strategy to Business Objectives

A high-performing GSOC must directly support business priorities rather than operate as a standalone security function. Alignment ensures relevance, improves executive buy-in, and positions the GSOC as a business enabler that protects revenue, operations, and organizational value.

Building Cross-Functional Integration

GSOCs deliver greater impact when integrated with functions like HR, supply chain, and operations. Breaking down silos improves coordination during incidents and enables proactive risk mitigation, but requires strong governance, communication structures, and cultural alignment across teams.

Trust and Credibility Through Accurate Intelligence

Speed matters, but accuracy builds trust. GSOCs must prioritize validated, actionable intelligence over being first to report. Credibility with leadership determines whether insights influence decisions, making disciplined information management and verification processes essential.

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Key Themes and Topics

Evolving from Monitoring to Decision Support

Modern GSOCs are shifting from reactive monitoring to proactive intelligence hubs that inform executive decisions. This includes supporting travel risk, business continuity, and operational planning, expanding their influence beyond traditional physical security responsibilities.

Talent, Culture, and Adaptability as Differentiators

Success depends on people who are adaptable, communicative, and business-minded. Technical skills matter, but interpersonal abilities and agility are critical as GSOCs evolve alongside AI, new technologies, and increasingly complex organizational demands.

Actionable Takeaways

Define and Align a Clear GSOC Strategy

Establish a GSOC strategy explicitly tied to business goals and risk priorities. Engage leadership early, define success metrics, and ensure the operating model supports enterprise objectives, not just security functions, to increase long-term relevance and investment.

Implement Structured Cross-Functional Collaboration

Create formal engagement models with HR, IT, and operations, including defined communication protocols and escalation paths. Embedding or closely aligning these teams with the GSOC improves incident response, reduces friction, and enhances enterprise-wide situational awareness.

Establish Intelligence Standards and Escalation Frameworks

Develop clear thresholds for reporting, escalation, and response using standardized scoring or risk models. This ensures consistency, reduces noise, and enables operators to deliver timely, relevant intelligence that leadership can confidently act upon.

Invest in Talent Retention and Skill Development

Prioritize competitive compensation, career pathways, and continuous training. Focus on hiring for adaptability and communication skills, then build technical expertise internally. Reducing turnover preserves institutional knowledge and maximizes return on training investments.

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Actionable Takeaways

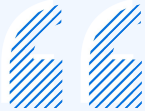
Build Measurable KPIs and Demonstrate Value

Define and track performance metrics such as response times, incident outcomes, and business impact. Regularly report these to leadership to demonstrate how the GSOC protects operations, reduces risk, and contributes to organizational resilience.

Strengthen Crisis Management Integration

Align GSOC operations with enterprise crisis management frameworks. Conduct regular exercises, maintain updated playbooks, and ensure all stakeholders understand roles and responsibilities to prevent confusion and enable coordinated, effective responses during major incidents.

Notable Quote



"Learning where to look, learning who to trust to get that information quickly to relay that up the chain is vital, because not only is it important that the GSOC relay accurate information, but your credibility with those executives and with the company itself is absolutely crucial. If they don't trust the GSOC information to be true, then they're not going to trust the entire venture.

- Ben Grimes

GSOC Operator, Kirkland & Ellis

Final Message

The GSOC's future depends on its ability to evolve beyond security into a trusted business function. Leaders who align strategy, invest in people, and integrate across the enterprise will transform their GSOC into a critical driver of resilience, insight, and operational advantage. Those who fail to make this shift risk being viewed as a cost center rather than a strategic partner. The opportunity is to position the GSOC at the center of enterprise decision-making, where it can influence outcomes and protect what matters most.

