DATASHEET

Bitdefender

MDR for MSPs

Bitdefender Managed Detection and Response for MSPs

IMPROVE YOUR CUSTOMERS' SECURITY WITH MANAGED DETECTION AND RESPONSE

www.bitdefender.com

As many of your customers struggle in the face of increasingly complex and mutable technology environments and more sophisticated attacks, you can now protect them with Bitdefender Managed Detection and Response. This new service pairs Bitdefender's award-winning detection and prevention engines with a modern 24x7 security operation staffed by world-class expertise to hunt, identify and neutralize adversaries.

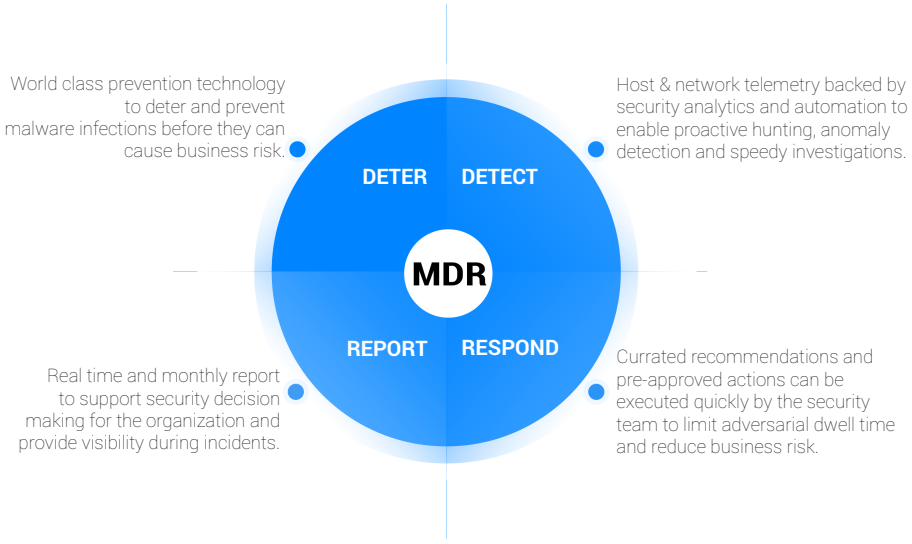
Managed Detection and Response represents the fastest-developing sector of cybersecurity, growing significantly faster than the overall security market. Gartner estimates that, by 2024, 25% of organizations will be using MDR services, up from 5% today. This is a great opportunity for MSP vendors to help customers that lack extended teams of security experts to stay on top of sophisticated attacks.

When offering this service to your customers, you rely on Bitdefender's security operations team that will investigate and respond to any incidents generated by tooling or found during threat-hunting operations through a set of pre-approved actions. These actions are detailed and approved by each customer team during onboarding so the Bitdefender experts can execute them quickly to interdict an adversary before they cause damage. Dedicated SOC teams handle and triage alerts and act immediately to stop attacks.

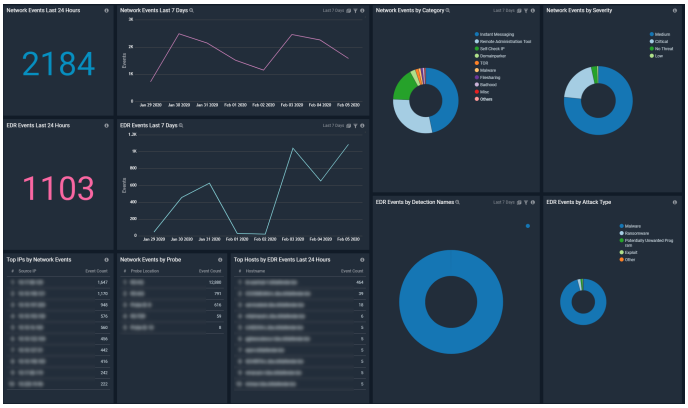
Customers are given real-time information on the state of security operations, summary reports showing roll-up data with historical trends and after-action reports that include all details of an incident and the actions taken to remediate the threat.

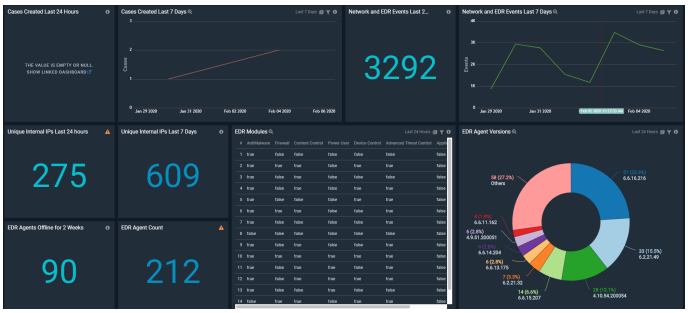
How does Bitdefender Managed Detection & Response Service help?

Data from the Bitdefender GravityZone protection platform is paired with detailed threat intelligence in Bitdefender's security analytics platform to give analysts contextualized information about the customer's environment. This telemetry is used to generate alerts through direct tool detections, machine learning and threat hunting. Our proactive threat hunting uses tactical and strategic threat intelligence to generate hunting missions that are executed by Bitdefender analysts to detect sophisticated adversaries or attackers that tooling may miss.



Managed Detection and Response for Managed Service Providers has two engagement options: **Expert Advice and Expert Response**. With the **Expert Advice option**, the MSP can fully manage their end customer environments, with the Bitdefender MDR team providing curated recommendations for the MSP to take during customer incidents. With the **Expert Response option**, the Bitdefender MDR team will affect real-time changes in the customer's environment when security incidents are identified, based on a set of actions agreed on with the MSP during the onboarding process.





Features & Benefits

Endpoint Detection / Prevention
World-class endpoint technology, preventing known threats and providing data for security analysts to identify advance attacks and previously unknown threats

Threat Intel
Providing insights around industry and creating targeting threat-hunting missions

Recommendations and pre-approved actions.
Easy-to-implement recommendations or remote remediation isolates and eradicates threats in real time, limiting dwell time and traversal through the network

Account Management
Security Account Management providing dedicated support and quarterly reviews

Malware Analysis
Automatic and on-demand analysis of suspected malware.

Advantages for MSPs using MDR

- MSPs can now offer the ultimate security layer and enrich their security portfolio
- Permanent protection and response offered by the MDR team
- Customers are provided real-time information on the state of security operations, summary reports showing roll-up data with historical trends and after-action reports that include all details of an incident and the actions taken to remediate the threat
- MSPs can address customers under complex compliance regulations, within highly targeted industries
- Premium security offering, providing customers real peace of mind, as they are protected and informed of threats in real time
- Both MSPs and customers will streamline security efforts of their internal security teams
- MSPs gain easier access to larger accounts looking for 24/7 monitoring and real-time response to sophisticated attacks
- Longer commitment from customers; these types of services are more sticky than mere security products, and customers are less likely to switch vendors.

Contact Bitdefender to talk about Managed Detection & Response services today.
More information available at bitdefender.com/msp

WHY BITDEFENDER?

UNDISPUTED INNOVATION LEADER.

38% of all cybersecurity vendors worldwide integrated at least one Bitdefender technology. Present in 150 countries.

WORLD'S FIRST END-TO-END BREACH AVOIDANCE

The first security solution to unify hardening, prevention, detection and response across endpoint, network and cloud.

#1 RANKED SECURITY. AWARDED ACROSS THE BOARD.

AV comparatives CERTIFIED ATP Enterprise 2019

AV comparatives Product of the Year 2019

FORRESTER WAVE LEADER 2019 Cloud Workload Security

BITDEFENDER GravityZone Ultra v6.6.7.166 ADVANCED ENDPOINT PROTECTION NSS RECOMMENDED

Bitdefender

Founded 2001, Romania
Number of employees 1800+

Headquarters
Enterprise HQ – Santa Clara, CA, United States
Technology HQ – Bucharest, Romania

WORLDWIDE OFFICES
USA & Canada: Ft. Lauderdale, FL | Santa Clara, CA | San Antonio, TX | Toronto, CA
Europe: Copenhagen, DENMARK | Paris, FRANCE | München, GERMANY | Milan, ITALY | Bucharest, Iasi, Cluj, Timisoara, ROMANIA | Barcelona, SPAIN | Dubai, UAE | London, UK | Hague, NETHERLANDS
Australia: Sydney, Melbourne

UNDER THE SIGN OF THE WOLF

A trade of brilliance, data security is an industry where only the clearest view, sharpest mind and deepest insight can win — a game with zero margin of error. Our job is to win every single time, one thousand times out of one thousand, and one million times out of one million.

And we do. We outsmart the industry not only by having the clearest view, the sharpest mind and the deepest insight, but by staying one step ahead of everybody else, be they black hats or fellow security experts. The brilliance of our collective mind is like a **luminous Dragon-Wolf** on your side, powered by engineered intuition, created to guard against all dangers hidden in the arcane intricacies of the digital realm.

This brilliance is our superpower and we put it at the core of all our game-changing products and solutions.

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