VIPRE SECURITY GROUP

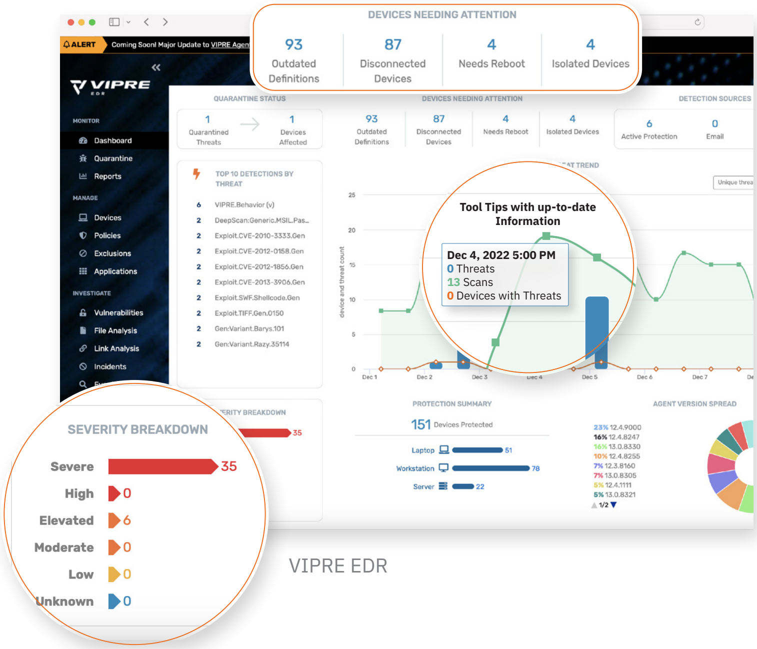
Managed Detection & Response

VIPRE MDR

Endpoint Security Challenges

Organizations of all types and sizes have upgraded from next-generation antivirus (NGAV) to Endpoint Detection & Response (EDR), driven by cyber-insurance requirements or simply a desire to be more agile in responding to potential threats.

Compared to NGAV - which will block anything that has a high likelihood of being malicious - EDR will report on even relatively minor suspicious activity and support deep investigation, rapid containment, and remediation of that potential threat. Unfortunately, this increased power and flexibility comes at a cost: humans need to research potential 'grey area' threats and manually invoke containment and remediation actions. When added to the burden of IT teams already stretched thin by management of other security tools—each generating their own alerts that have to be dealt with—EDR can create more problems than it solves.



VIPRE EDR

Managed Detection and Response

To help solve this problem, since most organizations can't simply go hire more IT security experts even if they were available, there is a general shift towards outsourcing key aspects of IT security and management. Whether this is just hiring a friend who 'knows computers', contracting with an MSP to handle all your IT, or signing up an MSSP or SOC-as-a-Service to cover your IT security-specific concerns, the need is the same. A more modern and specialized service, Managed Detection and Response (MDR), focuses specifically on helping organizations with response to detected threats: the investigation, containment, and remediation actions of incident response. VIPRE Endpoint MDR focuses specifically on security incidents generated by VIPRE EDR, and solves many of the challenges related to deploying any EDR solution:

Benefits of VIPRE Endpoint MDR

- Never miss a threat incident raised by VIPRE EDR.
- Reduce attack spread through rapid containment of potentially-compromised endpoints.
- Reduce dwell time of a threat in your environment to reduce potential damage and information theft.
- Clean up quickly and correctly due to expert security guidance.
- Reduce drain on employee time allowing them to focus on other projects.
- Raise overall security posture based on IT security expert guidance on environment hardening.

VIPRE Endpoint MDR

VIPRE Endpoint MDR is an overlay for VIPRE Endpoint Detection & Response that provides 24x7x365 monitoring and incident coverage. Our team of security experts will monitor your console to react to any new incidents, and then will quickly triage, investigate, and support the containment and remediation of any valid threats with rapid turnaround times.

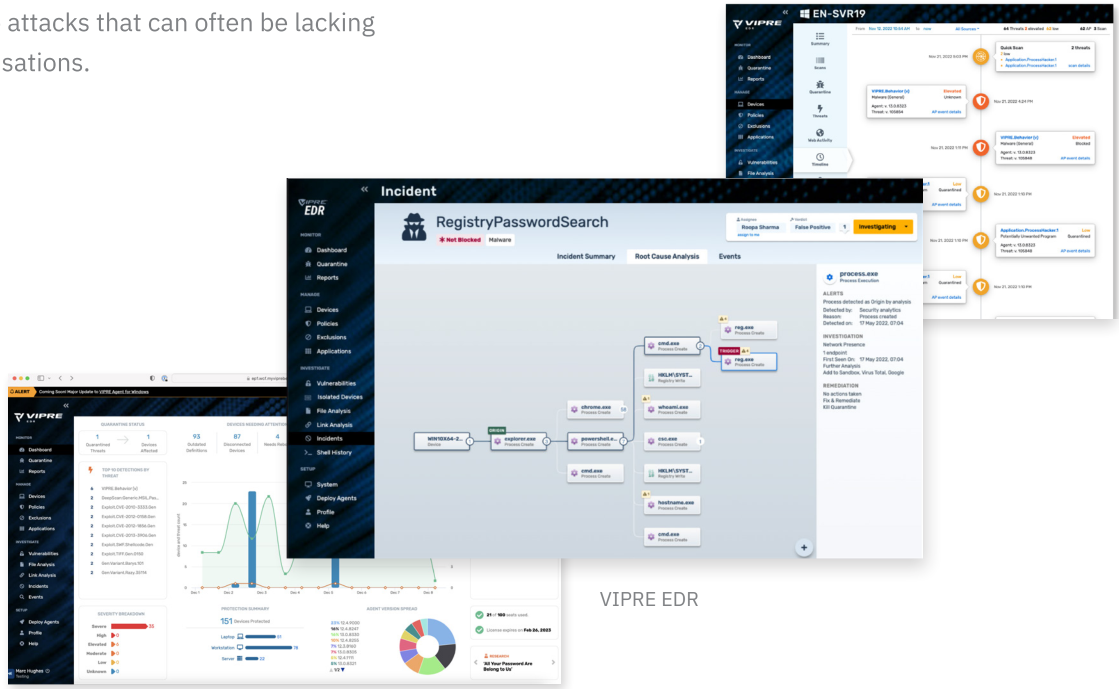
In addition, quarterly security reviews will keep you in the loop about longer-term trends regarding the security of your organization to ensure that your environment - and your security solution - is kept in tip-top shape and operating effectively. We provide the expertise and skills needed to investigate and respond to attacks that can often be lacking in all but the largest organisations.

We offer VIPRE Endpoint MDR at two levels designed to meet your business' needs:

Benefits of VIPRE Endpoint MDR

- **VIPRE Endpoint MDR** provides complete coverage for incident monitoring and investigation, and then provides detailed analytics and recommendations to your internal teams to perform the actual remediation. Containment is available, but is limited to network isolation of affected endpoints to prevent spread.

- **VIPRE Endpoint MDR Premium** goes a step further and provides everything within VIPRE Endpoint MDR, plus proactive incident response including forensic analysis, containment, and remediation by the VIPRE team leveraging our Remote Shell and other technologies. Detected artifacts will be fully analyzed in sandbox environments to extract additional IoCs for further investigation and to support additional hardening.



VIPRE EDR

MDR Service Details

Feature	Description	The VIPRE Difference
Onboarding	Deploy VIPRE EDR to your environment and ensure that everything is configured and operating correctly.	• Deploy and verify agents at customer site. • Test that incidents are detected and created correctly. • Gather customer contact/escalation info. • Gather information on baseline security posture.
24x7x365 Monitoring	Security analysts will monitor VIPRE EDR on a 24x7x365 basis for any new Incidents.	• Monitoring and assignment of new Incidents to response teams.
Incident triage	Expert IT security personnel will review all Incidents and ensure that they are properly handled, closing false positives and escalating any unhandled threats to the response team.	• Handle and analyze new inbound Incidents. • Perform a quick analysis to identify obvious FPs and potential threat impact. • Internal assignment and escalation.
FP/TP analysis	Deeper analysis to identify false positives and potential threat impact.	• More intensive analysis by tier 2 team to weed out false positives or clarify potential threat impact. • Adjustments to incident status and severity, plus early identification of potential targets and threat artifacts.
Incident Enrichment	Review incidents to identify known threats.	• Pull IoCs from the Incident and research within known threat databases to identify attack type, source, etc. • Annotate the Incident with any significant findings.
Analyst notes and remediation recommendations	Human analyst insight added to each Incident.	• Human review of Incident to identify significant malicious activity within processes, network connections, files, etc. • Recommendations on how to contain and clean up any threats on the endpoint. • Annotation of Incident with these insights.
Incident escalation	Escalation of all incidents to the customer team for resolution.	• Includes all the notes and recommendations as above. • Flexible escalation based on threat type and severity, i.e. email and SMS.
24x7x365 tech support	Provide dedicated support on product-related issues.	• Reactive response to customer-reported product issues. • Internal escalation for resolution as required.
Executive Reporting - quarterly	Provide a monthly executive summary of activity within the MDR service.	• Analyst reviews customer history and prepares report. • Incident metrics and retrospectives. • Overall threat trends and observations. • Environmental recommendations.
Service Level Agreements	Agreed time within which services will be performed.	• Three different SLA categories: initial incident acknowledgement, full response completion, and round-trip on clarification questions. • SLAs are set based on Incident status and severity. • SLAs fully defined in Statement of Work associated with this service.

Why VIPRE?

VIPRE Security Group puts more than twenty years of advanced security intelligence, cutting-edge machine learning, real-time behavioral analysis, and a comprehensive threat intelligence network to work defending against known and unknown attacks. Our supportive approach to MDR is suitable for all small to medium sized businesses.

- **The Best Protection at the Best Price** - VIPRE EDR is consistently ranked in the top tier alongside other market leaders in comprehensive independent tests.
- **Easy to Use** - VIPRE's intuitive solutions make it easier to secure your endpoints from ransomware and other threats.
- **Rapid Deployment** - We can quickly deploy VIPRE EDR with minimal disruption to day-to-day activities.
- **Reduced Downtime** - VIPRE enables both speed and security protecting you from malware without slowing down any processes.
- **Threat Actor Tracking** - 200+ Threat actors tracked continuously.
- **Experienced Incident Response Team** - 2,000+ Hours of incident response every year.
- **Award-winning Support** - included with all of our solutions is access to our award-winning, highly-qualified global tech support team with a consistent 90%+ CSAT rating.

Summary

VIPRE Endpoint Detection & Response is an important solution to ensure that your endpoints are protected against malware, remote compromise, and insider threats. But EDR solutions like ours require some care & feeding to achieve the best value and provide complete protection. VIPRE Endpoint MDR (or MDR Premium) provides an outsourced management layer to ensure that you get the best protection from your EDR solution.

To detect and respond instantly to endpoint threats with next-generation EDR and antivirus technology built for SMEs and the partners that serve them without our MDR offering you can find more detailed information here.

Contact Us

For more information on VIPRE MDR, please contact us on the details below.

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Why MDR for the Mid-Market could be a lucrative offering for MSPs

A key responsibility of any organization is to protect themselves from the growing frequency and severity of cyber-attacks. Businesses must protect their resources, take care of their customer privacy, and ensure their infrastructure is both reliable and available. Cyber threats have demonstrated a shift towards small to medium-scale companies, exploiting multiple unpatched vulnerabilities. Cyberattacks against SMBs have grown by 150% over the past two years.

The cybersecurity challenges SMBs face

A recent report found that 69% of SMBs face critical and expanding cybersecurity threats. However, most small and medium businesses cannot afford to be equipped with 24/7 security operations to monitor threats while providing threat detection and response, leaving their infrastructures exposed to cyberattacks. SMBs prefer to invest in preventative security, with firewalls, endpoint security, identity access management (IAM), and network safety taking the lion's share in their security budgets.

SMBs struggle to afford the technologies needed to secure their applications, infrastructure, and networks in a business environment of economic instability. Another challenge is keeping their security operations center (SOC) staffed to monitor, detect, and respond to threats during a cybersecurity skills shortage.

The result is that nearly every SMB is shorthanded in achieving 24/7 threat detection and response. As a result, engaging with external security providers is seen as a critical tactic by most SMBs for maturing their cybersecurity programs.

Why should SMBs invest in an MDR service?

Managed Detection and Response (MDR) is an outsourced service offered by Managed Service Providers (MSPs) that assists businesses in detecting potential threats and responding to attacks after identifying them. In a sense, MDR services offer companies remotely supplied 24/7 SOC functions. These capabilities allow SMBs to swiftly detect, evaluate, investigate, and proactively respond through threat reduction and containment.

An MDR service benefits businesses in many ways. SMBs need a solid strategy to reduce the time to detect and respond to incidents. Passive protection is not enough: partially decreasing the risk of a cyberattack by relying on preventative controls only needs to be strengthened with detection and response. Gartner predicts that by 2025, 50% of organizations will use MDR services for threat monitoring, detection, and response functions that offer threat containment and mitigation capabilities.

SMBs must also reduce the time to detect and respond to incidents to limit the impact: financial, operational, and reputational. However, this is a challenging goal, as most SMBs struggle to find qualified cybersecurity experts to staff their internal SOC. MSPs offering MDRs recruit experienced threat analysts with detection and response expertise that can immediately help clients to reduce the risk and the impact of a cyberattack.

MDRs and security partners' ability to help round out SMB cybersecurity capabilities mitigates risk to the business and helps satisfy cyber insurance requirements. In fact, cyber insurance requirements are one of the top drivers for purchasing an MDR service since insurers ask for 24/7 detection and response in a business environment. Cyber insurance is also a driver for future growth, with many contracts detailing the requirement for managing residual risk through a cyber insurance program.

Affordability is another benefit that SMBs need to consider. With an MDR service, businesses earn the right skills for their cyber protection alongside the necessary tools. MDR costs account for only a fraction of the initial cost a data breach would cause the business. It is always beneficial to have an ongoing MDR service foresee the risk factors and eliminate future threats, avoiding hefty breach costs.

Selecting an MDR partner

Investment in MDR for any company needing cybersecurity protection depends on its decision criteria. It requires a collective decision to select the right provider and service that will benefit their organization and customers. Defining detection and response use cases is the first step for identifying which services will be needed from an MDR and whether the provider's tech stack fits an SMB's IT infrastructure.

Any SMB should ask themselves the following questions before reaching a decision:

- Do we have the resources required for robust cybersecurity protection?
- Do we have the tools and expertise to detect and respond to attacks?
- Do we have a 24/7 detection and mitigation capacity?
- Can we identify, prioritize, and respond to security incidents within a reasonable time?

If SMBs feel unsure or confused about the above questions, MDR is the most affordable service to provide the most benefits. The good thing is that the MDR landscape has become more competitive in the last few years, offering great value for SMBs looking for support. However, selecting the proper MDR provider has become more challenging, and SMBs should evaluate specific criteria.

MDR providers that can bridge security operations gaps and combine artificial intelligence (AI) and machine learning (ML) with experienced analysts are leading the market today. Of course, 24/7 response with automated alerts and skilled monitoring support is the least one can expect from a provider.

Before adopting, SMBs should also evaluate MDRs on how well they can detect potential threats currently bypassing preventative controls. Knowing how they manage response actions, the success of a provider's SOC analysts working with peer clients, and if they offer digital forensics and incident response on-site and remotely are also essential factors to keep in mind.

Defending with an initial investment rather than spending hefty amounts as compensation is always good. Customer reliability, assurance, and protection are three vital elements of any organization, and here is where the worth lies with an MDR service.

With a combined experience of 260 years, VIPRE can analyze and respond to IT security threats that may arise in your organization. VIPRE will be offering MDR services for SMBs, such as complete 24/7 monitoring and forensic investigation. **To find out how VIPRE can help your business, request a demo today.**

6 Essential questions you need to ask your MDR provider

A fully staffed 24/7 Security Operations Center (SOC) can cost over $1 million, not including the expenses for tools such as SIEM, SOAR, and EDR that analysts use to detect threats. Therefore, to enjoy the advantages of a SOC, many small and medium-sized businesses (SMBs) opt for Managed Detection and Response (MDR) services.

MDR provides small and medium-sized businesses with a team of experts available 24/7 to monitor and prioritize alerts, keep up with the latest adversary tools, techniques, and procedures (TTPs), and promptly address any threats that may arise, among other services.

Although there are three defining characteristics, not all MDR providers are created equal. Choosing the right provider is essential to unlocking the valuable benefits of MDR. The right MDR provider identifies and—crucially—contains breaches as they happen. The wrong provider overwhelms your security team with alerts and forces them to interpret the data themselves and attempt to prevent threats independently.

Finding an MDR provider who enhances your security portfolio and delivers to expectations often comes down to knowing what questions to ask.

1. What is the breadth of threat surface coverage?

Detecting a known or new threat—and being able to respond effectively—requires coverage of the entire threat surface. With endpoints increasing in number and significance for every business, your MDR solution must protect your endpoints against malware and fileless attacks. A threat actor uses fileless malware to persist and exfiltrate data on endpoints in business environments. This malware sometimes serves as a primary attacking tool, and in others, it acts as a backup. It is, therefore, essential to recognize any suspicious or abnormal activity to prevent the lateral movement of malicious actors.

2. How do you ingest and process data?

To minimize risk, it is crucial to have extra security measures and quick reaction times. The ideal solution is a cloud-based, machine learning-powered platform supported by security experts who filter through countless daily alerts to pinpoint genuine threats and stop them before they cause harm to your business.

When considering MDR providers, inquire about their data ingestion and processing methods, as well as their technology and processes. Ask about their constant improvements and performance metrics to monitor effectiveness. Modern cybersecurity that can combat evolving threats requires efficient data processing rather than solely operating security technology.

3. How do you respond to threats?

A key differentiator among MDR providers is defining the term “response.” Unfortunately, many providers only transfer the burden of threat hunting to SMBs, who need to diagnose potential malware and understand how to remediate it.

Minimizing threat actor dwell time is paramount because skilled attackers can cause damage and exfiltrate sensitive data within a few hours. For example, LockBit ransomware can encrypt 100,000 files across various Windows operating systems and hardware specifications in just 5 minutes and 50 seconds.

To effectively respond to threats, it is vital to accurately identify events that require a response and avoid false alarms. Although no MDR solution is fully automated, it is beneficial for businesses to seek for MDR providers that automate ‘parts’ of their workflow to assist and expedite response to identified threats.

4. How do you overcome the cybersecurity talent gap?

Essentially, MDR combines advanced threat detection technologies, extensive processes to monitor and react to the signals generated and recognized by those technologies, and—most importantly—expert analysts who decide if and when a response is needed for actual attacks against customers.

Many companies who try to build an in-house SOC capability find out the hard way that operating and scaling an effective SOC requires overcoming the hurdle of cybersecurity skills shortage. With such an expanding threat surface and myriads of generated alerts, the question to seek answers to is, “How do you process all of that data?”

What programs are in place to ensure professional development and talent retention? Which tools and technologies do you invest in to improve operational effectiveness, efficiency, and human-machine collaboration in the face of ever-increasing threat signals? How do you prevent mental burnout; the number one problem cited in surveys of cybersecurity professionals?

5. How do you communicate with your customers?

When working with an MDR vendor, it’s crucial to have open and consistent communication. This includes receiving regular summary reports through a central dashboard or email so that you can stay informed about their threat detection and response activities.

Clear communication not only helps you understand your environment better but also allows you to improve your security posture. Additionally, these reports enable you to assess the quality of service you’re receiving and observe how the MDR provider responds to detected threats.

To ensure effective communication, it’s essential to ask the MDR team about their preferred method of communication, frequency of updates, and availability for support outside of business hours.

6. What about pricing plans?

Utilizing an MDR service can result in a significant ROI. However, it’s important to note that different MDR vendors charge varying rates. Some vendors offer better security and features, hence charging more, while others offer fewer features at a lower cost. It’s crucial to consider whether the lower cost option still provides sufficient features for your business needs and to be cautious of vendors that try to upsell unnecessary features. By choosing a more cost-effective option, you can save a substantial amount of money in the long term while still receiving ample protection for your business.

By teaming up with an MDR provider offering tailor-made services for small and medium-sized businesses, advanced EDR features, experienced security experts, and reasonable licensing fees, you can secure a reliable service partner to help you achieve your business objectives both in the present and in the long run. VIPRE is the vendor you are looking for. With a combined experience of 260 years, VIPRE can analyze, and respond to IT security threats that may arise in your organization.

Contact us today to learn more about our MDR services and how they provide the threat protection your business needs.

MDR vs. EDR: Choosing the Right Cybersecurity Solution

When searching for security solutions to protect your organization against cyberattacks, it can be difficult to sift through the variety of options and determine which would be the most helpful for your needs.

A solution can be top-of-the-line and exceedingly effective at what it aims to do, and still not be the right choice for you. It is important to do the research, read up on the pros and cons of each option, and understand what a given solution does and does not do, before deciding to implement it as part of your cybersecurity strategy.

Defining EDR and MDR

Endpoint detection and response (EDR) solutions are commonly used by businesses and growing even more popular and for good reason. With an increase in affordable EDR solutions and a push towards more complex tools than traditional antivirus software, more and more organizations are able to implement EDR to protect their assets and data against cyberattacks. Many EDR solutions come with a wide range of standard and optional features, but the basic function of an EDR tool is to detect potential threats and security incidents at the endpoint and aid in the investigation and remediation of events that are deemed risky.

Managed detection and response (MDR) services are designed to take the protection of EDR software and add the use of external security experts for incident investigation and response. Cybersecurity expertise is in short supply these days, and even if it can be found, it is often too costly for a business, especially a smaller one, to employ in-house cybersecurity experts to respond to potential threats flagged by EDR software. MDR solutions allow the same experts to use their combined skills to help many companies, their shared experience, and insights from helping other companies compounding so that an outsourced security team can address and remediate risks to your organization.

Key Differences and Pros of MDR

The primary difference between EDR and MDR is in the investigation and remediation of potential security incidents. EDR will catch events that look risky at the enterprise endpoint and block actions, alert users, or otherwise respond to stop a potential attack. It can also help to ensure compliance with regulations and may return fewer false positives than more rudimentary solutions.

However, it is down to the organization to employ the experts necessary to thoroughly respond to and adequately remediate any security incidents. Many organizations lack the funds and other resources to employ these experts in-house, and still more companies may have a hard time even finding cybersecurity experts to employ. MDR solutions, on the other hand, provide many of the same benefits as other security tools, including EDR, plus the benefit of a security-as-a-service solution that takes the responsibility for cybersecurity expertise and remediation off the shoulders of the organization. These solutions often use the same technology that is included in EDR software, the AI power that enables fairly accurate threat detection, as well as third-party human security experts to detect, find, identify, investigate, remediate, and analyze security incidents. Different solutions also offer different features that may appeal to certain organizations, such as the option to have the vendor's security team help the in-house IT team through remediation.

Understanding the MDR Vendor Landscape

In order to be sure that you are getting the best solution for your organization, it is vital to understand the range of solutions, tools, and services on the market. Many security-oriented companies are attempting to establish themselves as MDR providers in addition to their other products and services, but not all security firms are adequately equipped to handle every responsibility that goes into MDR. Managed security service providers (MSSPs) may be good at managing firewalls and VPNs, but lack the capacity for threat hunting, incident response, and remediation.

In comparison, many vendors of EDR and security information and event management (SIEM) solutions offer optional features in their products that enable customized detection and response, but the product-focused approach necessarily limits their ability to provide the required response and remediation. Organizations seeking an effective MDR service should be clear on what MDR can, and should do, as well as what they specifically want out of it. If you favor the proactive approach of a third-party service provider combining technology and human expertise for incident response and remediation, MDR may be the right choice.

It is crucial for businesses to be aware of the security solutions they need, which products and services are available to meet these needs, and how effective are these solutions at solving the needs. Consider your own organization's capacity for incident response and remediation, whether the resources exist to hire an in-house security team to accomplish these tasks, and the variety of features offered by different security providers. Certain MDR providers may be more or less equipped to handle different parts of the process of incident response and remediation. With a combined experience of 260 years, VIPRE can analyze and respond to IT security threats that may arise in your organization.

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