Bitdefender

DATASHEET Apr 2024

Managed Detection and Response for MSPs

Bitdefender MDR for MSPs (MDR Foundations) provides MSPs customers with enterprise-grade security that is easy to deploy and consume.

MDR analysts note that over 80% of customer inquiries that begin with end point protection (EPP) or endpoint detection and response (EDR), end up in a conversation about managed detection and response (MDR). That's because Bitdefender MDR directly addresses your customer's single greatest security need – people. Access to security technologies has never been a barrier, but hiring, training, and retaining security professionals to manage those technologies has never been more challenging – or expensive.

MSP Benefits

- **Revenue growth –** MDR service provides additional revenue opportunities and more stickiness with your customers.
- **Automated billing –** provides a streamlined experience for MSPs and customers alike.
- **Streamlined onboarding –** allows for sequential onboarding of multiple customers in a straightforward, repeatable process.
- **Communications –** multiple means of communications and notifications supports customer level interactions

Customer Benefits

- **24x7 security coverage –** Our global network of SOCs work when you work and cover you around the world and around the clock. If a security incident occurs, our SOC will take action and a security account manager will call your emergency contact within 30 minutes.
- **Pre-Approved Actions (PAA) –** A comprehensive array of PAAs provide quick and decisive response actions to mitigate security incidents. Our analysts evaluate, investigate and take actions faster than any teams.
- **Threat Hunting –** Hundreds of millions of total covered endpoints allows Bitdefender to compile a massive amount of threat intelligence, attacker research and threat analyses to support threat hunts and continuously update and protect your customers
- **MDR Portal & Reporting –** Your MDR portal provides dashboards and monthly, actionable reporting on your customers' service.

At-a-Glance

Bitdefender MDR delivers the people, process, and technology to completely address your security needs and outcomes. Modern EDR/XDR solutions require skilled analysts to continually monitor the environment, with an ever-increasing number of alerts, and ownership of time-critical response workflows. Bitdefender MDR takes responsibility for these challenges so that your IT and Security teams can focus on helping your organization grow.

Key Benefits

- **Analysis, not alerts** – Bitdefender MDR service manages the entire alert lifecycle, analyzing thousands of alerts down to a handful of responses and recommendations. See everything transparently in your MDR portal and get notified of only what matters to you.
- **Quick, decisive response** – Our security analysts quickly assess security incidents and take decisive actions to contain and mitigate threats, leveraging a comprehensive array of pre-approved actions.
- **Best-in-class security platform** – Bitdefender MDR service includes our industry-leading security platform, consistently placing #1 in independent tests by MITRE, AV TEST, and AV Comparatives. Moreover, Bitdefender owns the platform, giving our customers one security technology stack to consolidate on.

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Protect	Detect	Respond	Report
Industry-leading endpoint protection is integrated into Bitdefender's EDR security platform to deliver the highest efficacy against advanced persistent threats and to block most attaches before execution. Optional XDR sensors provide unified detection and response across the endpoint, network, cloud, productivity apps and identity.	Bitdefender security analysts continuously monitor detected security events and alerts, which are prioritized based on severity, impact, and relevance to your company s security posture (e.g. baseline). Using advanced analytics, AI/ ML, threat intelligence and expert human knowledge, our analysts triage and investigate alerts to determine the nature and scope of the threat.	Bitdefender security analysts quickly initiate response workflows and pre-approved actions to contain threats and mitigate their impacts. For an incident, a security account manager (SAM) will contact you within 30 minutes of the declaration and send a flash report which provides initial findings. Once the incident is resolved, you will receive a detailed after-action report which provides audit-ready details.	Dashboards in your MDR portal provide real-time insights on your MDR service and configuration. MDR Monthly Reports provide summary and detailed level information around all aspects of your service, including deployment, suspicious events, investigations and recommendations. If there was an incident, all relevant reports and response actions taken are available as well.

Service Component	Bitdefender MDR
Industry leading security platform	Includes our industry-leading security platform, consistently placing #1 in independent tests by MITRE, AV TEST, and AV Comparatives.
24x7 SOC	Global network of SOCs work when you work and cover you around the world and around the clock, 24x7.
Pre-approved Actions (PAAs)	Comprehensive array of PAAs provide quick and decisive response actions to mitigate security incidents.
Threat Hunting	Continuous gathering and analyses of endpoint and sensor data, threat intelligence, and attacker research support threat hunting.
Incident Root Cause & Impact Analysis	Identify the original threat vectors and potential impacts during incidents, offering comprehensive analyses and documentation in after-action reports.
MDR Portal & Reporting	MDR portal provides dashboards and monthly, actionable reporting on your service offering unparalleled transparency into the MDR service.
XDR Sensors	Extends EDR capabilities to include additional sensors and security context across network, cloud, applications, and identity.

"The Bitdefender MDR team has been responsive, knowledgeable, and successful at protecting our valuable data. Our number one priority is providing top patient care and Bitdefender has been successful in supporting that at every turn."

Mostafa Mabrouk, Corporate Information Security Manager, Magrabi Hospitals and Centers

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