

ABOUT CRITICALSTART

CRITICALSTART is one of the fastest-growing cybersecurity integrators in North America. For more than seven years, we have been helping companies protect their brands and reduce their business risk through our award-winning portfolio of end-to-end security services, including **Managed Detection and Response (MDR)**, **Professional Services** and **Product Fulfillment**.

CRITICALSTART NUMBERS TO KNOW

87%

year-over year
growth in
2018 (YTD)

300%

revenue growth in
MDR business in
2018 (YTD)

99%

customer
retention rate

100%

employee
owned

FLIPPING THE TRADITIONAL APPROACH TO SECURITY OPERATIONS ON ITS HEAD

Combining years of experience in security operations, technology and customer experience, CRITICALSTART has built a proprietary framework, The Defendable Network, and the world's first Zero-Trust Analytics Platform, which enables CRITICALSTART to deliver a level of service unlike anything else in the industry. And that service is tuned to the specific needs of each customer, rather than forcing them into a one-size-fits-all offering.

A WORLD-CLASS CYBERSOC

Serving as an extension of your security team, our fully-managed 24/7/365 cybersecurity operations center (CYBERSOC) is operated by a highly skilled and continuously trained team of security analysts, performing 99% of incident investigations. This process minimizes the number of incidents we escalate to you.

GUIDING PRINCIPLES

RULE #1
DO WHAT'S RIGHT
FOR THE CUSTOMER

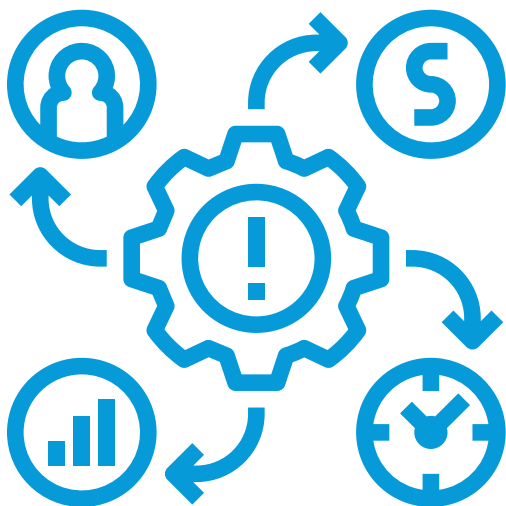
RULE #2
GOOD ISN'T
ENOUGH.

RULE #3
DO WHAT'S
RIGHT FOR OUR
EMPLOYEES

WANT MORE INFORMATION ON CRITICALSTART?

Contact us at info@criticalstart.com or visit us at www.criticalstart.com.





THE IMPACT TO OUR CUSTOMER

Through our Defendable Network framework and our Zero-Trust Analytics Platform, **CRITICALSTART** is simplifying the world for our customers while keeping them secure and compliant. We reduce the number of incidents for investigation by 99%, which means we dramatically slash the number of incidents being escalated to the customer, eliminating the burden on their resources and, ultimately, reducing staff turnover and expenses.

ZERO-TRUST: Unlike with traditional methods, our Zero-Trust model assumes every unknown or uncategorized security event is a “known bad” event that must be investigated, versus assuming events are “known good” until proven bad. The result is a 99% reduction in alert overload.

100% TRANSPARENCY: We’ve designed our services to provide complete transparency to the customer. You have access to the same consoles, dashboards and reports as our analysts. You have access to your data at all times, See your security solutions at work, anytime, anywhere.

MOBILE-FIRST: Security is a 24/7/365 job, which means your team and ours need to be accessible and have the ability to investigate and resolve alerts from wherever they are. That’s why we developed the industry’s first **MOBILESOC** for iOS and android devices.

RECENT INDUSTRY ACHIEVEMENTS

LARGEST CYBERSECURITY PROVIDER BASED IN TEXAS

MSSP ALERT: “Top 100 Managed Security Services Providers”

CRN MAGAZINE: “Fast Growth 150”

CRN MAGAZINE: “Top 500 Solution Provider”

CRN MAGAZINE: “Tech Elite 250”

CRN MAGAZINE: “Triple Crown” Award

SMU COX CARUTH INSTITUTE FOR ENTREPRENEURSHIP: “Dallas 100”

PALO ALTO NETWORKS: Professional Services Partner of the Year

PALO ALTO NETWORKS: “PartnerUp” – Excellence in Partnership Contribution

CYLANCE: North America Partner of the Year

REDLOCK: TOLA Partner of the Year

TEXAS A&M MAYS BUSINESS SCHOOL’S MCFERRIN CENTER FOR ENTREPRENEURSHIP: “Aggie 100”

