DATASHEET

CRITICAL**START**® Service Tiers

Your journey, your tools — we meet you where you are and keep you secure as you grow.

Flexible, fast, and built to scale with you

Whether you're an agile team looking for fast, dependable MDR coverage or a growing security organization seeking deeper partnership and tuning, Critical Start offers flexible service tiers that align with your environment, without forcing you into features you don't need.

Every organization's journey is different. That's why our tiers are designed to meet you where you are, then grow with you, at your pace, with your tools, and on your terms.

Three tiers we offer

Most customers find their home in Enterprise, our core MDR service, with Essentials available for organizations starting their security journey and Signature for those requiring a white-glove, strategic partnership.

Essentials

Serious protection, simplified, and accelerated.

Trusted MDR coverage with human-led triage, seamless visibility, and streamlined onboarding, leveraging direct integrations and avoiding the complexity of SIEM and XDR. Ideal for teams seeking rapid protection without heavy customization from day one.

Enterprise

Built for teams transforming alerts into measurable risk reduction

With a balance of control, tuning support, and clear, contextual insights every month, Enterprise is ideal for teams ready to operationalize MDR as part of a broader security strategy — not just for detection, but to respond with confidence.

Signature

Strategic partnership for security-led enterprises

Signature is designed for organizations that need a concierge MDR experience, executive-level engagement, proactive architecture reviews, and early access to platform innovations. It's not just a service tier — it's an extension of your team.

Which Tier Is Right for You?

Package Tiers	Best For	Security Journey	Key Outcomes	How You Know You're Ready for More
Essentials	Teams needing dependable MDR coverage and fast time-to-value	Early-stage or resource-constrained	Fast deployment, reduced false positives, 24x7 SOC, visibility via CORR	You're ready for proactive tuning, advanced detection content, or regular reviews to strengthen security outcomes
Enterprise	Teams ready to take more control of their MDR outcomes	Mid-journey, growing environments	Custom data sources and detections, dedicated partner, contextual monthly reporting	You need executive alignment, roadmap input, or concierge support
Signature	Security leaders who need a high-touch, strategic partner	Advanced or board-visible programs	Concierge service, executive sponsor, proactive architecture reviews, early access to platform innovation	You're ready to strengthen your security strategy and extend support with **Incident Response** and **Advisory SOC Analyst** services

Critical Start MDR Service Tier Comparison

Shared Across All Tiers

Capability	What It Means
24x7 Monitoring, Investigation, & Response	AI-accelerated, human-driven alert investigation by a U.S.-based SOC that responds to threats around the clock based on your RoE.
Direct Integrations	API-based connections with your security tools. Bidirectional where supported for alert sync, context, and faster response.
Trusted Behavior Registry® (TBR®)	Reduce false positives before they hit your queue
CORR Platform + MOBILE**SOC®**	Real-time visibility into alert status, analyst notes, SOC activity, and context

Tier-Dependent Services

Capability/Service	What It Means	Essentials	Enterprise	Signature
Tailored Onboarding	Designated team walks your org through integration, setup, tuning, and response rules (customized by tier).	✓	✓	✓
Service Credits	Blocks of services for MDR for EDR or MDR for SIEM that provide flexible access to specialized expertise (e.g., building custom dashboards, reports, or detections).	5 Credits (EDR only)	10 Credits	20 Credits
SIEM/XDR Integrations	Supports your existing SIEM or XDR platform. We ingest alerts for triage and response through CORR.	—	✓	✓
Custom Data Sources & Detections	We create or tune custom rules to detect threats specific to your environment, based on tier entitlements.	—	✓	✓
Managed SIEM	Includes health checks, tuning, and ingest optimization for supported SIEMs (**Sentinel**, **Splunk**, and **Sumo Logic**).	—	✓	✓
SIEM/EDR Health Reviews	Reviews help ensure your telemetry is deployed, ingesting, and tuned correctly.	Quarterly (EDR only)	Monthly	Proactive
Cyber Risk Reviews	Recurring discussions that provide insight into your threat landscape, alert trends, and areas of exposure, based on real-world data from your environment. Helps track risk reduction over time and support reporting to executives or the board.	Annual	Monthly	Monthly
Security Architecture Review	A structured review of your current security stack and telemetry sources, focused on identifying gaps, improving coverage, and aligning MDR support with your business priorities.	—	Annual	Bi-Annual
Executive Sponsor	Designated executive inside Critical Start accountable for your success.	—	—	✓
Relationship Level	Indicates the level of hands-on service: team-based, dedicated CSM/TAM, or full concierge-style support.	Team-Based	Dedicated Partner	White Glove

Available Add-Ons

Service	Essentials	Enterprise	Signature
Advisory SOC Analyst (ASA)	—	✓	✓
Incident Response (IR)	✓	✓	✓

How Customers Can Use Service Credits

Service Type	Number of Credits	What It Means
Custom Reports	1	Receive tailored, validated reports built to your specific requirements for clear, actionable insights
Custom Dashboards	2	Transform your data into intuitive dashboards designed around your visualization goals
Deep-Dive Platform Training	1	Strengthen your team's expertise with Cyber Operations Risk & ResponseTM Platform training
Microsoft Training	1	Take advantage of our Microsoft integration training sessions
Custom Log Sources/ Data Connectors	2	Seamlessly integrate unique data sources for complete visibility and enriched detections
Custom Detections	1	Add precision detections built from joint analysis to identify threats unique to your environment
Additional Tenants/ Organizations	3	Extend MDR coverage to new business units with health check and configuration support

Ready to grow? Let's match your MDR tier to your needs

Whether you're evolving your environment or seeking more support, **our experts can help you explore the right tier** — or bundle ASA and IR into your program for even greater impact.