

## SOLUTION QUICK CARD

# CRITICALSTART® Managed Detection & Response Services for Palo Alto Networks® Cortex® Platforms

### KEY BENEFITS

- ✓ Palo Alto Networks XMDR Certified Partner
- ✓ Cortex certified security expertise
- ✓ Every endpoint incident investigated and resolved
- ✓ Tool configuration and tuning
- ✓ 100% consolidated visibility into a single portal
- ✓ Improve security posture through expanded detection, mapped to the **MITRE ATT&CK® Framework**
- ✓ Triage and contain attacks anytime, from anywhere with **MOBILESOC®**
- ✓ Guaranteed 60-minute or less SLAs for Time to Detect (**TTD**) and Median Time to Resolution (**MTTR**)

At Critical Start, our Managed Detection and Response (**MDR**) service is all about simplifying your security. With 24x7x365 expert security analysts at the ready, the only technology in the industry that resolves every incident, and threat detections and intelligence curated by our Cyber Research Unit (**CRU**) added to your Cortex security tools, we help you to reduce risk, mitigate breaches, and stop business disruption.

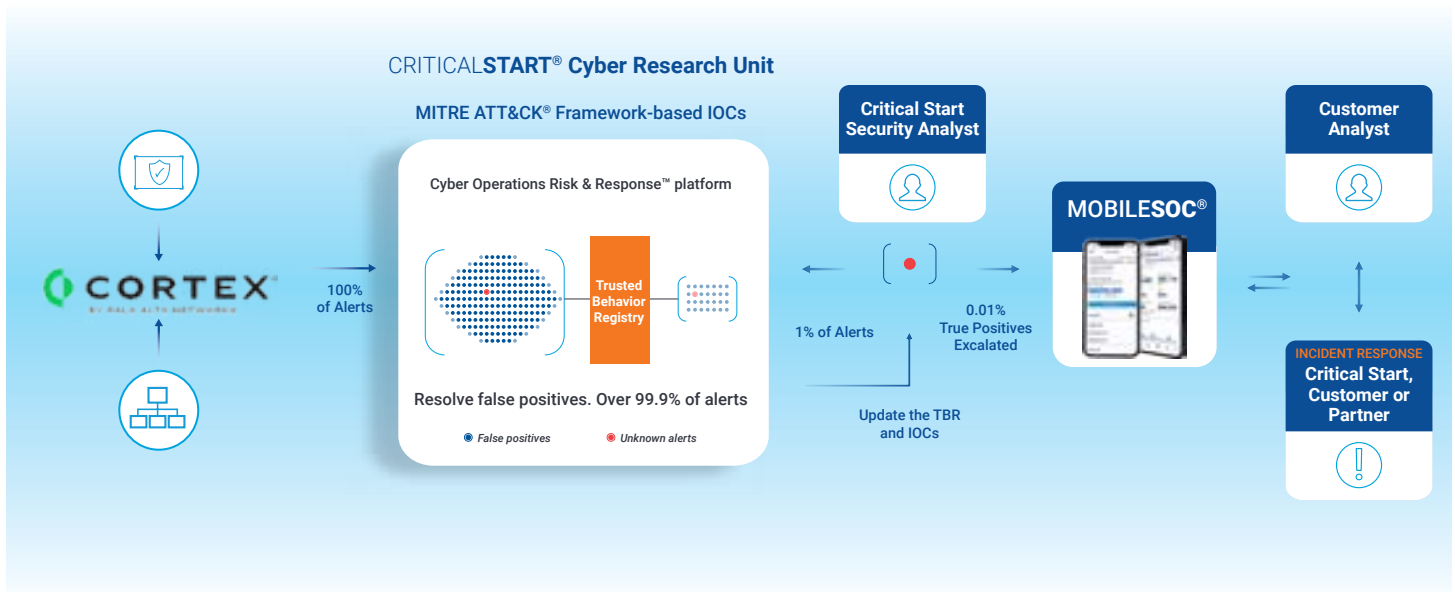
### Solution

Critical Start MDR Services for Palo Alto Networks Cortex allows you to:

- Investigate and respond to real threats faster
- Increase the efficiency and productivity of your Security Operations Center (**SOC**)
- Boost the effectiveness of your security tools to mature your Cortex investment

### Detect and investigate the right threats

Critical Start does this by ingesting every endpoint incident from Cortex into the **Cyber Operations Risk & Response™ platform**, the backbone of our MDR service. We compare incidents against known good behaviors in the Trusted Behavior Registry® (**TBR**) where playbooks auto-resolve known good incidents. Incidents not identified by the TBR are escalated for investigation to our Risk & Security Operations Center (**RSOC**) where our experts can help you make more accurate decisions and take response actions on your behalf. Best of all, we stand at your side and work with you until remediation is complete.



<sup>1</sup><https://www.verizon.com/business/en-gb/resources/reports/dbir/>