DATASHEET

# CRITICAL**START**®
# Managed Detection and Response (**MDR**) Services

Expert-led, outcome-driven security that works with your tools

## Key Benefits

- **Bring your own tech** and seamlessly integrate into the Critical Start Platform for complete, multi-faceted, faster detection and response
- **Eliminate security blind spots** with visibility into every asset, so you know your SOC is receiving every critical threat alert
- **Put an expert team on your side,** with 24x7x365 human-led, AI-assisted analysis
- **Reduce alert fatigue** and focus on real threats through business-aware filtering and customizable Rules of Engagement (**RoE**)
- **Trust your coverage** with contractual SLAs of 10-minute notification for Critical alerts and 60-minutes or less Median Time to Resolution (**MTTR**) for ALL threat alerts, regardless of criticality
- **Contain threats on the go** and maintain SOC communications from anywhere with MOBILE**SOC**®
- **Maximize your ROI** with MDR that is fully transparent, deeply embedded, and always accountable

## Outcome-driven security — not just alerts

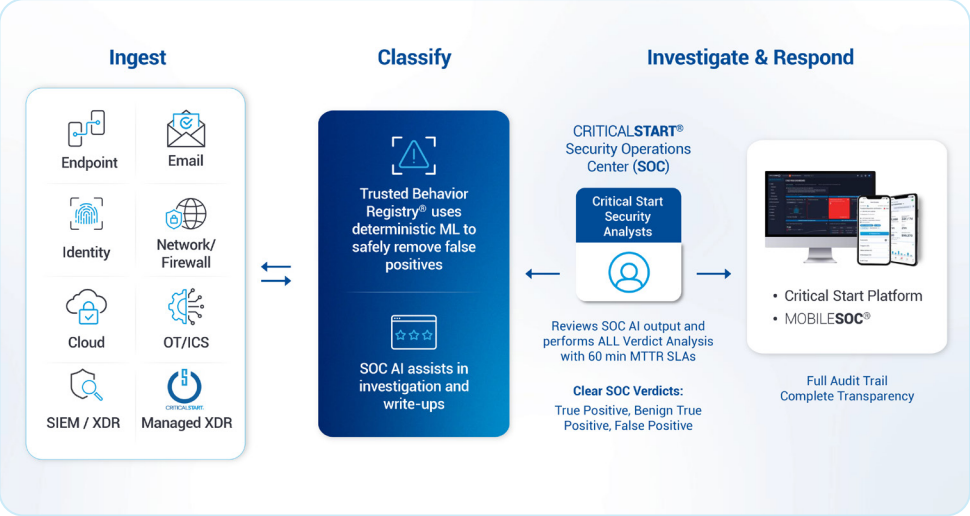
Security teams face a perfect storm: too many alerts, too few resources, and growing pressure to prove the value of every security investment. Critical Start's Managed Detection and Response (**MDR**) service solves these challenges with expert-led operations, outcome-driven results, and seamless integration across your existing environment.

Critical Start meets you where you are. Through a combination of direct integrations for speed, log source ingestion for broad coverage, and mobile alert triage and threat containment, our MDR adapts to your tech stack, not the other way around. This flexibility means faster onboarding, better coverage, and no vendor lock-in.

## AI-accelerated, human-validated for real-world security

Our US-based security analysts work as an extension of your team. We understand your tools and environment, use advanced AI analysis, and incorporate up-to-the-minute threat intelligence, giving you 24x7x365 monitoring, proactive threat detection, and rapid threat containment.

Our proprietary **Trusted Behavior Registry® (TBR®)** identifies known-good behaviors to eliminate false positives without sacrificing visibility. Clear, contextualized SOC verdicts empower you to understand every alert, every action, and every outcome without being overwhelmed by alert noise.



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## Clear, measurable outcomes that stop business disruption

What sets Critical Start apart is our commitment to measurable value. Regardless of the scope of your license, we don't just detect threats — we contain them, report on them, and help you understand their potential business impact. Our service reduces risk, accelerates response, and gives you the clarity and control you need to make informed security decisions as your organization grows.

| License Includes | Essentials | Enterprise | Signature |
|---|---|---|---|
| 24x7 Monitoring & Response | ✓ | ✓ | ✓ |
| Tailored Onboarding | ✓ | ✓ | ✓ |
| Direct Integrations | ✓ | ✓ | ✓ |
| Custom Dashboards, Reports, & Training | ✓ | ✓ | ✓ |
| SIEM/XDR Integrations | – | ✓ | ✓ |
| Custom Data Sources & Detections | – | ✓ | ✓ |
| Managed SIEM | – | ✓ | ✓ |
| Executive Sponsor | – | – | ✓ |
| Relationship Level | Team-Based | Dedicated Partner | White Glove |
| SIEM/EDR Health Reviews | EDR Quarterly | Monthly | Proactive |
| Cyber Risk Reviews | Annual | Monthly | Monthly |
| Security Architecture Review | – | Annual | Bi-Annual |

| Available Add-Ons | Essentials | Enterprise | Signature |
|---|---|---|---|
| Advisory SOC Analyst (**ASA**) | – | ✓ | ✓ |
| Incident Response | ✓ | ✓ | ✓ |

## Built to work with the tools you already own

Critical Start integrates directly with many existing security technologies across Endpoint, Email, Identity, Network, Firewall, Cloud, and more — and we support hundreds of log sources to ensure comprehensive coverage across your stack. With Critical Start, you gain more than a service — you'll have a trusted partner in your security operations. One that's built for how you work and ready for where you're going next.


## Ready to Learn More?

Contact Critical Start to work with an MDR provider who gives you clear, measurable security outcomes, not just alerts.



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