

CRITICALSTART®

Advisory SOC Analyst (ASA)

Elevated expertise. Strategic partnership. Amplified MDR value.

Key Benefits

- ✓ **Personalize Your Threat Response:** Reduce time-to-containment with direct analyst access and real-time escalation
- ✓ **Proactive Precision Tuning:** Your ASA tunes detection rules and alert thresholds based on environment-specific alert analysis
- ✓ **Strengthen Detection Posture:** Receive tailored recommendations to improve detection fidelity and expand security coverage
- ✓ **Enhance Strategic Alignment:** Integrate SOC operations with your broader security roadmap and business priorities without adding headcount to your team
- ✓ **Gain Executive Confidence:** Deliver clear, contextualized reporting that demonstrates ROI and risk reduction based on your unique environment and risk appetite

Enhancing the Exceptional

For teams seeking to refine operations, mitigate decision fatigue, and foster deeper trust throughout every phase of detection and response, Advisory SOC Analyst (**ASA**) provides a strategic advantage.

With its direct integrations, contextual alerting, 24x7x365 AI-accelerated, human-validated monitoring, investigation, and response, and full visibility into every action taken, Critical Start Managed Detection and Response (**MDR**) checks all the boxes. Our ASA service elevates it.

What You Get with Your ASA

ASA gives you a direct line to a named SOC analyst who becomes an extension of your team, helping bridge the gap between detection, response, and your unique operational priorities.

Available at the **Enterprise** and **Signature** service tier levels, this enhanced support includes:

- **Environment-Specific Context:** Your ASA builds institutional knowledge of your people, priorities, integrations, and Rules of Engagement (**RoE**), enabling them to layer deeper context onto alert response and tuning recommendations
- **Recurring Collaboration:** Proactively recommends and implements tuning and orchestration updates aligned with your detection strategy
- **Process Partnership:** Guides you through RoE/Standard Operating Procedure (**SOP**) implementation and ongoing development.
- **Deep Alignment:** Collaborates with your Technical Account Manager (**TAM**) and Customer Success Manager (**CSM**) to align SOC operations with your business goals



Real-World Outcomes with Your ASA

When you add your named Advisory SOC Analyst to your strategic team, you take Critical Start's service commitments to the next level. You can expect:

- ✓ Proactive and personalized response through direct access to a named SOC analyst
- ✓ Clearer communication and decision-making during critical incidents
- ✓ Deeper alignment between your team's goals and SOC execution
- ✓ Streamlined handling of recurring orchestration and integration requests

Category	Standard SOC Monitoring	ASA Service
Alert Monitoring	24x7 alert monitoring and triage / strategic categorization of alerts through Trusted Behavior Registry®	Proactive review of customer responses, closed alerts, and comment trends to identify tuning and optimization opportunities for improved alert handling
Incident Management	Escalation and remediation of verified threats for customer action	ASA acts as the assigned incident lead within the SOC, adding enhanced triage, context-rich investigations, and detailed response recommendations during incident scenarios
Analyst Engagement	Team-Based	Designated ASA with deep knowledge of the customer environment, providing continuity and context in both routine and high-priority engagements
Customer Interaction	As needed	Weekly touchpoints for tuning feedback, alert review, and strategic coordination
Strategic Guidance	—	Recommendations to strengthen detection and response posture based on detection gaps, environment health, and tuning opportunity insights

Interested in Adding ASA to Your MDR Partnership?

Talk to your Customer Success Manager today to learn more.