CRITICAL**START** ⏻

CRITICAL**START** is leading the way in Managed Detection and Response (MDR). We help companies resolve their security challenges through our award-winning portfolio of end-to-end security services; including **MDR** and **Professional Services**.

RESOLVE EVERY ALERT.
STOP BREACHES.

When the stakes are high, organizations trust CRITICAL**START** – the MDR experts that leave nothing to chance.

We created the only cloud-based, Security Orchestration Automation and Response (**SOAR**) platform that resolves 99% of security events and gives you real time access to your information using our native iOS and Android mobile apps to instantly triage and respond to security alerts.

We don't believe in playing the odds by ignoring low and medium priority security events. We resolve all security events by adapting to each customer's unique differences versus the one-size-fits-all approach.

At CRITICAL**START**, instead of filtering and ignoring alerts, we trust nothing and resolve everything.

A WORLD-CLASS CYBER**SOC**

Serving as an extension of your security team, our fully-managed 24x7x365 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.

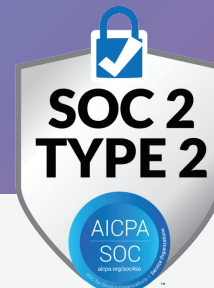## GUIDING PRINCIPLES

RULE #1
DO WHAT'S RIGHT FOR THE CUSTOMER.

RULE #2
GOOD ISN'T ENOUGH.

RULE #3
DO WHAT'S RIGHT FOR OUR EMPLOYEES.

SOC 2 TYPE 2

AICPA SOC
aicpa.org/soc4so

WANT MORE INFORMATION ON CRITICAL**START**?

To see how we can help, contact us at **www.criticalstart.com**.

CRITICAL**START's**
FLAGSHIP MDR SERVICE

CLOUD-BASED MDR to minimize onsite hardware and software, while reducing deployment time from months to weeks

100% Transparency; customers view the same data as CRITICAL**START**'s SOC analysts

NATIVE iOS & ANDROID APPS that go beyond simple ticketing to provide a mobile-first approach to analyst communication and alert investigation and response

ADAPTING to the unique differences of each customer, this service outperforms the traditional one-size-fits-all approach

CONTRACTUAL INVESTIGATION SLAs to ensure action is taken to isolate endpoints and stop attacks in progress

SOCREVIEW; a two-person review process designed to eliminate human error by ensuring the quality of playbook designation and alert investigation

RECENT INDUSTRY
ACHIEVEMENTS

Top 100 Managed Security Services Providers
MSSP ALERT

Women of the Channel
CRN, POWER 100

Emerging Vendors
CRN MAGAZINE

Top 500 Solution Provider
CRN MAGAZINE

Dallas 100
SMU COX CARUTH INSTITUTE FOR ENTREPRENEURSHIP

Tech Elite 250
CRN MAGAZINE

Triple Crown Award
CRN MAGAZINE

Security 100
CRN MAGAZINE

Texas A&M, Aggie 100
MCFERRIN CENTER FOR ENTREPRENEURSHIP

Middle Market 50
DALLAS BUSINESS JOURNAL

Fast Growth 150
CRN MAGAZINE

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