Bitdefender

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Bitdefender Managed Detection and Response (MDR+SOC)

Attackers work around the clock. And so do we. Bitdefender MDR service provides 24x7 defense against cyber threats.

Bitdefender MDR directly addresses your single greatest security need – people. Access to security technologies has never been a barrier, but hiring, training, and retaining security professionals to manage those technologies has never been more challenging – or expensive.

Bitdefender MDR includes:

- **Leading security platform –** Bitdefender MDR includes our industry leading security platform, enhanced by additional SOC tools and AI
- **24x7 security coverage –** Our global network of SOCs work when you work and cover you around the world and around the clock. If a security incident occurs, our SOC will take action and a security account manager will call your emergency contact within 30 minutes and be in constant communications throughout the incident.
- **Pre-Approved Actions (PAA) –** A comprehensive array of PAAs provide quick and decisive response actions to mitigate security incidents. Our analysts evaluate, investigate and take actions faster than any teams.
- **Threat Hunting –** Hundreds of millions of total covered endpoints allows Bitdefender security researchers, Bitdefender Labs, and the MDR Threat Intelligence team to compile a massive amount of threat intelligence, attacker research and threat analyses to continuously support threat hunts and update and protect our customers
- **Expert Recommendations –** In addition to providing complete security coverage, we elevate your security team. Our team of security experts provides recommendations to improve your security knowledge and posture as well as corrective actions to prevent possible incidents.
- **Incident Root Cause & Impact Analysis –** We identify the original threat vectors and potential impacts during incidents, offering comprehensive analyses and documentation in after-action reports. We initiate enhanced monitoring for 72 hours to ensure similar or related incidents don't occur.
- **MDR Portal & Reporting –** Your MDR portal provides dashboards and monthly, actionable reporting on your service. The report provides meaningful insights into security incidents, highlight cybersecurity trends, and guide remediation efforts, offering unparalleled transparency into the MDR service.
- **Cybersecurity Breach Warranty –** MDR customers are covered up to $100,000 in the event of a ransomware incident.

At-a-Glance

Bitdefender MDR delivers the people, process, and technology to completely address your security needs and outcomes. Modern EDR/XDR solutions require skilled analysts to continually monitor the environment, with an ever-increasing number of alerts, and ownership of time-critical response workflows. Bitdefender MDR takes responsibility for these challenges so that your IT and Security teams can focus on helping your organization grow.

Key Benefits

- **Analysis, not alerts** – Bitdefender MDR service manages the entire alert lifecycle, analyzing thousands of alerts down to a handful of responses and recommendations. See everything transparently in your MDR portal and get notified of only what matters to you.
- **Quick, decisive response** – Our security analysts quickly assess security incidents and take decisive actions to contain and mitigate threats, leveraging a comprehensive array of pre-approved actions.
- **Best-in-class security platform** – Bitdefender MDR service includes our industry-leading security platform, consistently placing #1 in independent tests by MITRE, AV TEST, and AV Comparatives. Moreover, Bitdefender owns the platform, giving our customers one security technology stack to consolidate on.

Service Component	Bitdefender MDR	Bitdefender MDR PLUS
Industry leading security platform	✓	✓
24x7 SOC	✓	✓
Pre-approved Actions (PAAs)	✓	✓
Threat Hunting	✓	✓
Expert Recommendations	✓	✓
Incident Root Cause & Impact Analysis	✓	✓
MDR Portal & Reporting	✓	✓
Professional Services On-boarding	✓	✓
Cybersecurity Breach Warranty	✓	✓
24x7 Security Account Manager (Customer Success)		✓
Global Threat Intelligence Feeds and Analysis		✓
Dark Web Monitoring		✓
Security Baselining and Tailored Threat Modeling		✓
Brand & IP Protection		✓
High Priority Target Monitoring		✓
XDR Sensors	Add-ons	Add-ons

"The Bitdefender MDR team has been responsive, knowledgeable, and successful at protecting our valuable data. Our number one priority is providing top patient care and Bitdefender has been successful in supporting that at every turn."

Mostafa Mabrouk, Corporate Information Security Manager, Magrabi Hospitals and Centers

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