



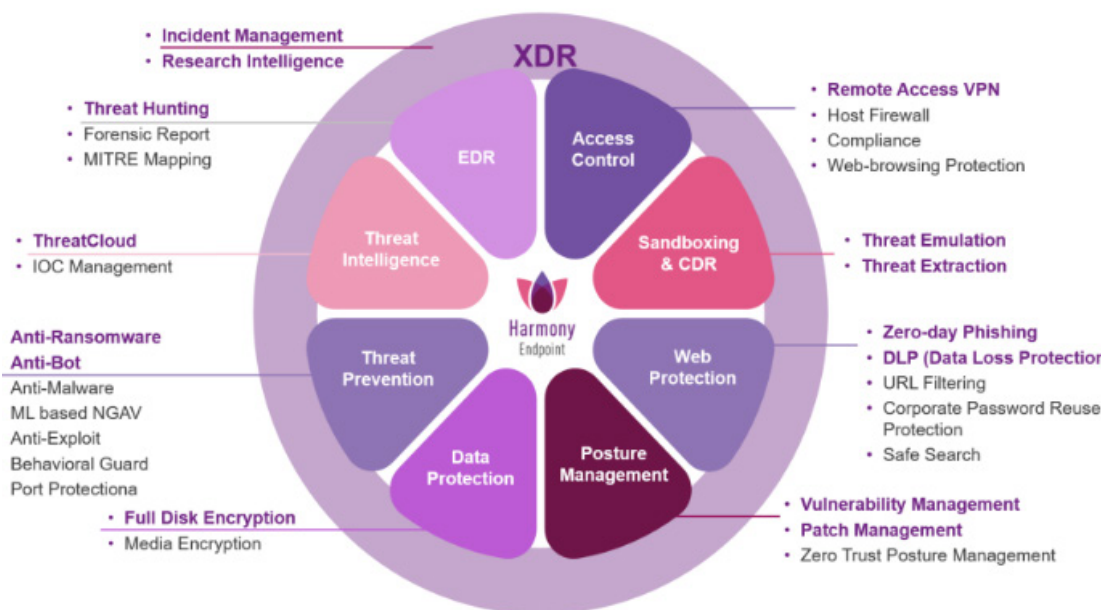
Managed EDR Solution Brief

Managed EDR

With our experienced global team providing Managed EDR and endpoint protection platform (EPP) solution services, you can rest easy knowing that we are providing daily monitoring and management your EDR Agents to ensure real-time threat detection, protection and response capabilities.

Our comprehensive managed services scope covers all aspects of your EDR and EPP solutions such as Check Point Harmony Endpoint and other third-party solutions such as Microsoft Defender for Endpoint.

This scope includes agent health, performance, troubleshooting, patching, upgrades, Incident handling and advanced product support. Our team will also focus on EDR\EPP policy management, exclusions, changes and tuning.



Comprehensive Scope Coverage

1

Agent health, performance and protection troubleshooting

2

Agent patching and upgrades

3

Incident Handling and Advanced Product Support

4

Policy Management – Exclusions, Changes, and Tuning

5

Co-authored runbook, communication plan and Ticketing Integration

6

Assigned Team with primary engineer and Service Delivery Coordinator

Managed EDR Benefits

Delivery

The first step is to understand the specific needs of the organization. This involves evaluating the current EDR and EPP requirements, identifying pain points, and determining the organization's goals and budget.

Our team will then work with you to configure and maintain your EDR\EPP platforms to ensure the best detection, protection and response possible.

Optimized EDR and EPP Performance

Focus on agent health, performance, patching and upgrades while also providing incident handling, advanced product support, EDR\EPP policy management, exclusions and tuning.

Improved Visibility

EDR security solutions perform continuous data collection and analytics, and report to a single, centralized system providing full visibility into the state of the network's endpoints.

Rapid Investigations

EDR solutions are designed to automate data collection and processing, and certain response activities enabling our analyst teams to rapidly gain context regarding a potential security incident and quickly take steps to remediate it.

Remediation Automation

EDR solutions can automatically perform certain incident response activities based upon predefined rules. This enables us to block or rapidly remediate certain incidents.

Managed Services

CPTS-MSS-MDR-EDR-ADV-1Y

Managed EDR with Agent Management - per device or user, for 1 year

Learn more about [Infinity Global Services](#)