

DATA SHEET

SHIELD MDR

Scale Your Security Operations with a 24x7 Threat Detection and Response Unit

SHIELD MDR is Secureworks Taegis ManagedXDR provided by BITS. MDR is a 24x7 managed detection and response service, which works for you to detect advanced threats and take the right action. Our threat hunting and incident response capabilities help you scale your security operations as we take threat data collected across thousands of customers to improve your security posture.

How We Scale Your Security Operations and Expertise

With limited resources at your disposal, protecting your organization from advanced threats can seem like an overwhelming task. ManagedXDR is designed to alleviate this burden and help you uncover threats 24x7 on your behalf. We achieve this through a combination of software that applies advanced analytics to detect threats, and services that are informed by over 20 years of experience in security operations. This is in addition to a diversity of attacker data gained from over 1,400 incident response engagements per year.

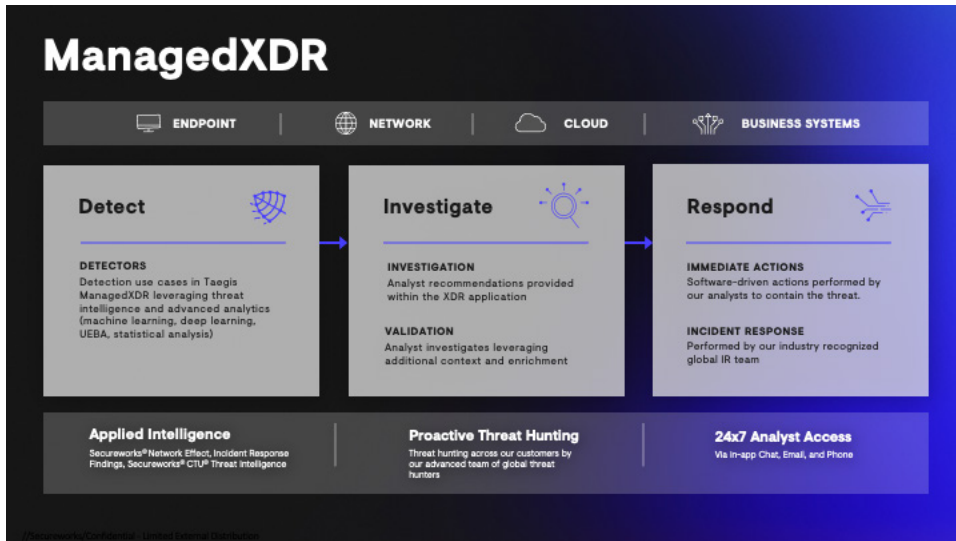
Our Taegis software platform uses threat intelligence, machine and deep learning, and user behavioral analytics for rapid threat detection. Our team will expose adversaries by prioritizing endpoint, network, and cloud threat activity and

identify which events require action. While we fully manage this technology on your behalf, you will have full access to it so that we can collaborate on investigations with a live chat feature so your team can be a part of investigations.

Secureworks has expert threat data generated, supported, and maintained by over 80 threat researchers that are part of our Counter Threat Unit™. Threat hunting is an included component of our service to proactively isolate any malware that managed to evade your existing controls. And to further prevent any breakout in your environment, incident response hours are at your disposal so we will stand in the trenches with you during critical events.

Customer Benefits

- **Raise the skill level of your team** through collaborative investigations and live chat with our analysts
- **Incident response hours and threat hunting** are included in the service
- Threat knowledge to defend against adversaries gained from over **20 years in SecOps** and over **1,400 incident response engagements** per year
- Our security experts **help improve your security posture** by providing quarterly reviews of your defenses
- Support provided for integration of your **third-party data source** technologies to ensure coverage across your environment



Solution Features

- Delivered and Supported by BITS
- 24x7 Service
- Full access to Taegis platform
- Live Chat with Analysts
- Security Expert Assistance
- Threat Hunting
- Remote Incident Response Hours
- Collaborative Investigation Interface
- Cloud Native with AWS, O365, and Azure support
- Applied Threat Intelligence and Advanced Analytics
- Threat Triage and Prioritization
- Investigation and Validation
- Secureworks Executed Containment
- Threat Engagement Manager

Why is Secureworks Different Than Other ManagedXDR Providers?

Secureworks’ combination of proprietary security analytics software, SecOps expertise, incident response and threat hunting experience, threat intelligence capabilities, and 20-year history of service excellence leaves us entirely unique in today’s ManagedXDR market.

We help you minimize the risk and business impact of an attack by staying ahead of threats without complexity – here’s how:

- Full Access to Taegis platform for your team
- Raise the skill level of your team through collaborative investigations
- Live Chat with our analyst team during investigations
- Incident Response hours and Threat Hunting are both included
- Over 20 years of SecOps expertise brought to the table
- Over 1,400 IR engagements executed per year as a knowledge base
- Backed by the Counter Threat Unit to stay ahead of threats
- Improvements to your security posture with periodic reviews
- Enhanced by the Secureworks Network Effect to improve accuracy
- Broad portfolio of additional services are available where required



Click here to visit our [Taegis ManagedXDR web page](#) and find more resources or click here to learn more about our [Taegis platform](#).

About Secureworks

Secureworks® (NASDAQ: SCWX) is a global cybersecurity leader that protects customer progress with Secureworks® Taegis™, a cloud-native security analytics platform built on 20+ years of real-world threat intelligence and research, improving customers’ ability to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.