

# Sophos Managed Detection and Response



## 24/7 Threat Detection and Response

Sophos MDR is a fully managed 24/7 service delivered by experts who detect and respond to cyberattacks targeting your computers, servers, networks, cloud workloads, email accounts, and more.

### Ransomware and Breach Prevention Services

The need for always-on security operations has become an imperative. However, the complexity of modern operating environments and the velocity of cyberthreats make it increasingly difficult for most organizations to successfully manage detection and response on their own.

With Sophos MDR, our expert team stops advanced human-led attacks. We take action to neutralize threats before they can disrupt your business operations or compromise your sensitive data. Sophos MDR is customizable with different service tiers, and can be delivered via our proprietary technology or using your existing cybersecurity technology investments.

### Cybersecurity Delivered as a Service

Enabled by extended detection and response (XDR) capabilities that provide complete security coverage wherever your data reside, Sophos MDR can:

- **Detect more cyberthreats than security tools can identify on their own**  
Our tools automatically block 99.98% of threats, which enables our analysts to focus on hunting the most sophisticated attackers that can only be detected and stopped by a highly trained human.
- **Take action on your behalf to stop threats from disrupting your business**  
Our analysts detect, investigate, and respond to threats in minutes — whether you need full-scale incident response or help making accurate decisions.
- **Identify the root cause of threats to prevent future incidents**  
We proactively take actions and provide recommendations that reduce risk to your organization. Fewer incidents mean less disruption for your IT and security teams, your employees, and your customers.

### Compatible with the Cybersecurity Tools You Already Have

We can provide the technology you need from our award-winning portfolio, or our analysts can leverage your existing cybersecurity technologies to detect and respond to threats.

Sophos MDR is compatible with security telemetry from vendors such as Microsoft, CrowdStrike, Palo Alto Networks, Fortinet, Check Point, Rapid7, Amazon Web Services (AWS), Google, Okta, Darktrace, and many others. Telemetry is automatically consolidated, correlated, and prioritized with insights from the [Sophos Adaptive Cybersecurity Ecosystem \(ACE\)](#) and [Sophos X-Ops](#) threat intelligence unit.

### Highlights

- Stop ransomware and other advanced human-led attacks with a 24/7 team of threat response experts
- Maximize the ROI of your existing cybersecurity technologies
- Let Sophos MDR execute full-scale incident response, work with you to manage security incidents, or deliver detailed threat notifications and guidance
- Improve cyber insurance coverage eligibility with 24/7 monitoring and endpoint detection and response (EDR) capabilities
- Free up your internal IT and security staff to focus on business enablement

## MDR That Meets You Where You Are

Sophos MDR is customizable with different service tiers and threat response options. Let the Sophos MDR operations team execute full-scale incident response, work with you to manage cyberthreats, or notify your internal security operation teams any time threats are detected. Our team quickly learns the who, what, when, and how of an attack. We can respond to threats in minutes.

### Key Capabilities

#### 24/7 Threat Monitoring and Response

We detect and respond to threats before they can compromise your data or cause downtime. Backed by six global security operations centers (SOCs), Sophos MDR provides around-the-clock coverage.

#### Compatible with Non-Sophos Security Tools

Sophos MDR can integrate telemetry from third-party endpoint, firewall, identity, email, and other security technologies as part of [Sophos ACE](#).

#### Full-Scale Incident Response

When we identify an active threat, the Sophos MDR operations team can execute an extensive set of response actions on your behalf to remotely disrupt, contain and fully-eliminate the adversary.

#### Weekly and Monthly Reporting

Sophos Central is your single dashboard for real-time alerts, reporting, and management. Weekly and monthly reports provide insights into security investigations, cyberthreats, and your security posture.

#### Sophos Adaptive Cybersecurity Ecosystem

Sophos ACE automatically prevents malicious activity and enables us to search for weak signals for threats that require human intervention to detect, investigate, and eliminate.

#### Expert-Led Threat Hunting

Proactive threat hunts performed by highly-trained analysts uncover and rapidly eliminate more threats than security products can detect on their own. The Sophos MDR operations team can also use third-party vendor telemetry to conduct threat hunts and identify attacker behaviors that evaded detection from deployed toolsets.

### Direct Call-in Support

Your team has direct call-in access to our Security Operations Center (SOC) to review potential threats and active incidents. The Sophos MDR operations team is available 24/7/365 and backed by support teams across 26 locations worldwide.

### Dedicated Incident Response Lead

We provide you with a Dedicated Incident Response Lead who collaborates with your internal team and external partner(s) as soon as we identify an incident and works with you until the incident is resolved.

### Root Cause Analysis

Along with providing proactive recommendations to improve your security posture, we perform root cause analysis to identify the underlying issues that led to an incident. We give you prescriptive guidance to address security weaknesses so they cannot be exploited in the future.

### Sophos Account Health Check

We continuously review settings and configurations for endpoints managed by Sophos XDR and make sure they are running at peak levels.

### Threat Containment

For organizations that choose not to have Sophos MDR perform full-scale incident response, the Sophos MDR operations team can execute threat containment actions, interrupting the threat and preventing spread. This reduces workload for internal security operations teams and enables them to rapidly execute remediation actions.

### Intelligence Briefings: "Sophos MDR ThreatCast"

Delivered by the Sophos MDR operations team, the "Sophos MDR ThreatCast" is a monthly briefing available exclusively to Sophos MDR customers. It provides insights into the latest threat intelligence and security best practices.

### Breach Protection Warranty


Included with all Sophos MDR Complete annual (one to five years) and monthly licenses, the warranty covers up to \$1 million in response expenses. There are no warranty tiers, minimum contract terms, or additional purchase requirements.

## Sophos Service Tiers

	Sophos MDR Essentials	Sophos MDR Complete
24/7 expert-led threat monitoring and response	✓	✓
Compatible with non-Sophos security products	✓	✓
Weekly and monthly reporting	✓	✓
Monthly intelligence briefing: "Sophos MDR ThreatCast"	✓	✓
Sophos Account Health Check	✓	✓
Expert-led threat hunting	✓	✓
Threat containment: attacks are interrupted, preventing spread Uses full Sophos XDR agent (protection, detection, and response) or Sophos XDR Sensor (detection and response)	✓	✓
Direct call-in support during active incidents	✓	✓
Full-scale incident response: threats are fully eliminated Requires full Sophos XDR agent (protection, detection, and response)		✓
Root cause analysis		✓
Dedicated Incident Response Lead		✓
Breach Protection Warranty Covers up to \$1 million in response expenses		✓

## Sophos MDR Included Integrations


Security data from the following sources can be integrated for use by the Sophos MDR operations team at no additional cost. Telemetry sources are used to expand visibility across your environment, generate new threat detections and improve the fidelity of existing threat detections, conduct threat hunts, and enable additional response capabilities.



**Sophos XDR**

The only XDR platform that combines native endpoint, server, firewall, cloud, email, mobile, and Microsoft integrations


Product included in Sophos MDR pricing



**Sophos Firewall**

Monitor and filter incoming and outgoing network traffic to stop advanced threats before they have a chance to cause harm


Product sold separately; integrated at no additional charge



**Sophos Endpoint**

Block advanced threats and detect malicious behaviors—including attackers mimicking legitimate users


Product included in Sophos MDR pricing



**Sophos Email**

Protect your inbox from malware and benefit from advanced AI that stops targeted impersonation and phishing attacks


Product sold separately; integrated at no additional charge



**Sophos Cloud**


Stop cloud breaches and gain visibility across your critical cloud services, including AWS, Azure, and Google Cloud Platform

Product sold separately; integrated at no additional charge




**90-Days Data Retention**

Retains data from all Sophos products and any third-party (non-Sophos) products in the Sophos Data Lake




**Microsoft Security Tools**

- Microsoft Defender for Endpoint
- Microsoft Defender for Cloud
- Microsoft Defender for Cloud Apps
- Microsoft Defender for Identity
- Identity Protection (Azure AD)
- Microsoft Azure Sentinel
- Office 365 Security and Compliance Center




**Microsoft Audit Logs**

Provides information on user, admin, system, and policy actions and events ingested via the Office 365 Management Activity API



**Google Workspace**

Ingests security telemetry from the Google Workspace Alert Center API










**Third-Party Endpoint Protection**

Compatible with...

- Microsoft
- CrowdStrike
- SentinelOne
- Trend Micro
- BlackBerry (Cylance)
- Broadcom (Symantec)

## Add-On Integrations

Security data from the following third-party sources can be integrated for use by the Sophos MDR operations team via the purchase of Integration Packs. Telemetry sources are used to expand visibility across your environment, generate new threat detections and improve the fidelity of existing threat detections, conduct threat hunts, and enable additional response capabilities.

 <p><b>Sophos Network Detection and Response</b></p> <p>Continuously monitor activity inside your network to detect suspicious actions occurring between devices that otherwise are unseen</p> <p>Compatible with any network via SPAN port mirroring</p>	 <p><b>Firewall</b></p> <p>Compatible with...</p> <ul style="list-style-type: none"> <li>• Palo Alto Networks</li> <li>• Fortinet</li> <li>• Check Point</li> <li>• Cisco Firepower</li> <li>• Cisco Meraki</li> <li>• SonicWall</li> <li>• WatchGuard</li> </ul>	 <p><b>Identity</b></p> <p>Compatible with...</p> <ul style="list-style-type: none"> <li>• Okta</li> <li>• Duo</li> <li>• ManageEngine</li> </ul>
 <p><b>Public Cloud</b></p> <p>Compatible with...</p> <ul style="list-style-type: none"> <li>• AWS Security Hub</li> <li>• AWS CloudTrail</li> <li>• Orca Security</li> </ul>	 <p><b>Email</b></p> <p>Compatible with...</p> <ul style="list-style-type: none"> <li>• Proofpoint</li> <li>• Mimecast</li> </ul>	 <p><b>Network</b></p> <p>Compatible with...</p> <ul style="list-style-type: none"> <li>• Darktrace</li> <li>• Tinkst Canary</li> <li>• Vectra</li> </ul>
 <p><b>1-Year Data Retention</b></p>		

## Sophos MDR Guided Onboarding

For an additional purchase, Sophos MDR Guided Onboarding is available for remote onboarding assistance. The service provides hands-on support for a smooth and efficient deployment, ensures best practice configurations, and delivers training to maximize the value of your MDR service investment. You are provided a dedicated contact from the Sophos Professional Services organization who will be with you through your first 90 days to make sure your implementation is a success. Sophos MDR Guided Onboarding includes:

### Day 1 – Implementation

- Project kickoff
- Configure Sophos Central and review of features
- Build and test deployment process
- Configure MDR integrations
- Configure Sophos NDR sensor(s)
- Enterprise-wide deployment

### Day 30 – XDR Training

- Learn to think and act like a SOC
- Understand how to hunt for indicators of compromise
- Gain an understanding of using our XDR platform for administrative tasks
- Learn to construct queries for future investigations

### Day 90 Security Posture Assessment

- Review current policies for best practice recommendations
- Discuss features that are not in use that could provide additional protection
- Security assessment following NIST framework
- Receive summary report with recommendations from our review

To learn more, visit

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