



# Managed Detection and Response (MDR) Monitoring

edr.infotex.com

## Protect your Endpoints with Gray Matter!

### Have us Manage your Endpoint Detection and Response (EDR)

infotex offers not only an EDR solution, but we also offer Managed Endpoint Detection and Response, which allows us to monitor your system with our 24x7x365 Security Operations Center. infotex MDR can be part of your Triguard® Managed SIEM offering or as its own engagement. Our system can digest logs from most EDR solutions, but depending on your chosen solution the deliverable services may vary, the baseline offering would include and customized section of your daily report that will report important events from your EDR system. Most of the noted services below on this sheet are included only with our SentinelOne EDR solution.

### Our SentinelOne MDR Service includes:

- 24x7x365 Security Operations Center support that monitors emails from your SentinelOne console so we are kept up to date on any incidents that arise.
- Our SOC also receives the same real-time notifications as you do about when agents are Installed, Uninstalled, Decommissioned, or when there is a possible threat, etc. Often the SOC will reach out to confirm that any agent activity is legitimate.
- Remote access to your SentinelOne console allowing us to remotely kick-off full scans, quarantine, and mitigate any possible infections/malware on connected device.
- Access to SentinelOne agent logs to investigate possible threats, render a verdict, and follow up with the Client.
- Customization of rules to tailor settings for various agents depending on the device to make your service as helpful and stress-free as possible.



If you are interested in our EDR/MDR, Triguard®, or any other services, please visit:

[offerings.infotex.com](https://offerings.infotex.com)

**US Based | 24x7x365**

Managed Security Operations Center

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