

Vigilance Respond

SOC Augmentation MDR / Digital Forensics / Incident Response

SentinelOne's Vigilance Respond and Respond Pro Managed Detection & Response (MDR) service subscriptions are designed to supplement our endpoint security SaaS offerings.

The Vigilance MDR Team is the human side to our AI-based Singularity™ platform. We are a 100% in-house, non-outsourced Team of Tier-1, Tier-2, and Tier-3 cybersecurity experts monitoring millions of endpoints. Our mission is to augment customer security organizations. We provide a second set of eyes on the SentinelOne deployment and appropriate responses to contain threats. Vigilance Respond & Respond Pro empower customers to focus only on the incidents that matter making it the perfect endpoint add-on solution for overstretched IT/SOC Teams.



ON AVERAGE, INCIDENTS ARE RESOLVED IN 20 MINUTES OR LESS.

Vigilance MDR achieves ground breaking speed with AI-based Storyline automation and prioritization tech bolstered by multiple analyst tiers.

 **EXPERT STAFF**
Never outsourced

 **TRUSTED**
By the World's Largest Organization

 **VALUE**
MDR & DFIR Reduce SOC Workload

NEED MORE INFO?

Platform: s1.ai/platform
Vigilance: s1.ai/services

Vigilance Respond

Vigilance Respond MDR adds value by augmenting and reducing the load on security organizations.

- Clean dashboards and peace of mind
- Every threat is reviewed, acted upon, and documented to keep you in the loop
- Escalations to you for urgent matters only

 24x7x365 Follow-the-Sun

 Triage & Event Prioritization

 Fewer Alerts, More Context

 Accelerated Threat Resolution

 Clean Dashboards

 Proactive Notifications

 Executive Reporting

 Periodic Cadence Calls

Vigilance Respond Pro

Vigilance Respond Pro builds on our Respond tier and adds Digital Forensics and Incident Response.

- All Respond MDR features plus...
- Direct access to forensic experts for incident management, containment, and consultation
- IR retainer hours for malware analysis and IR

 2x Faster SLA

 Intel-driven Hunting

 Annual Retainer Hours

 Digital Forensics & Malware Reversing

 IR Case Managers

 Containment & Eradication

 Root Cause Analysis

 Post Mortem Consultation

How Vigilance MDR Works



	RESPOND	RESPOND PRO	WHAT'S INCLUDED?
24X7 MDR			<ul style="list-style-type: none"> Every console threat is, reviewed, acted upon, and documented Full response capabilities Proactive Notifications
THREAT RESPONSE SLA	Active/Suspicious 2 hours Mitigated/Blocked 4 hours	Active/Suspicious 1 hour Mitigated/Blocked 2 hours	<ul style="list-style-type: none"> The fastest MDR on the planet Analyst perform triage of active/suspicious alerts Analyst perform initial actions to mitigate/block as needed Respond Pro customers receive a 2x faster SLA
DIGITAL FORENSIC ANALYSIS	Triage	Full Investigation	<ul style="list-style-type: none"> Full Investigation: RCA infection vector, exfil/breach determination, intel-driven hunting, threat intel enrichment & contextualization, malware reversing, memory analysis and code extraction, malicious code deobfuscation Triage: Console indicator and dynamic analysis
IR RETAINER			<ul style="list-style-type: none"> Preset # of retainer hours (use or lose) Investigation → Active Containment → Eradication → Reporting Assigned IR case managers 4 hours minimum charge per incident
QUARTERLY SECURITY REVIEW			<ul style="list-style-type: none"> Consultation guiding long-term remediation and security architecture Agent version alignment & exclusions review Threat / actor trends

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 Fantastic experience from beginning to end
 ★★★★★
Security and Risk Management Role
 Energy & Utilities, 500M - 1B USD

“
 Very proactive, supportive and professional team
 ★★★★★
Infrastructure and Operations Role
 Media Firm, 500M - 1B USD

“
 Knowledgeable and highly responsive team
 ★★★★★
Security and Risk Management Role
 Healthcare, 1B - 3B USD

“
 Very useful add-on service
 ★★★★★
Security and Risk Management Role
 Manufacturing, 1B - 3B USD

SentinelOne is a Customer First Company

Continual measurement and improvement drives us to exceed customer expectations.



97%

Of Gartner Peer Insights™ "Voice of the Customer" Reviewers recommend SentinelOne

97%

Customer Satisfaction (CSAT)



About SentinelOne

More Capability. Less Complexity. SentinelOne is pioneering the future of cybersecurity with autonomous, distributed endpoint intelligence aimed at simplifying the security stack without forgoing enterprise capabilities. Our technology is designed to scale people with automation and frictionless threat resolution. Are you ready?

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