

Managed Detection And Response For Cisco XDR

Security



MAXIMIZE AND SECURE YOUR CISCO INVESTMENT

CDW's Managed Detection & Response for Cisco XDR service enables advanced threat detection through automated correlation of events, resulting in faster incident qualification, response and containment of threats across endpoints, users, email and network locations. We couple Cisco XDR's prevention, investigation and response capabilities with 24x7 analyst-led monitoring, analysis and remediation.

SCOPE OF SERVICE

Cisco XDR's robust detection, prevention and investigation capabilities allow CDW security analysts to rapidly investigate and respond to threats, reducing mean-time-to-respond (MTTR) and preventing cyberbreaches. Threat signals are stitched together as part of a chain of events, enabling our analysts to rapidly identify and investigate security incidents. When Cisco XDR detects a threat, CDW's Managed Security Services team's ability to quickly respond, investigate and remediate the threat sets our service apart. CDW's SOC analysts can rapidly take several investigative and remediation actions to stop an attack and prevent lateral movement.

CDW MANAGED DETECTION & RESPONSE WITH CISCO XDR SERVICE PROVIDES:

- Advanced threat detection across endpoints, users and network locations
- Incident monitoring, triage, investigation, containment and remediation
- Cisco XDR service and agent health monitoring
- Change and incident management
- Detailed incident investigation and response reporting

CDW SECURITY OPERATION CENTRES

CDW operates a 24x7x365 network and security operations centre (NOC, SOC) to act as a single point of contact for customers experiencing issues with any CDW managed service. The CDW NOC will perform deployment, monitoring and management activities – all part of the managed system.

All monitoring notifications and service requests are directed to our security operations centre (SOC) for remediation and resolution. Our SOC will record, classify, prioritize and resolve incidents reported by our customers or alerts generated by any monitoring agent. The SOC will be available for customers to review and update their recorded incidents and produce reports of their SOC activities.

Features provided include:

- Web portal for self-service (intended for technical staff only, not end users)
- Primary contact number for reporting incidents or requesting service
- Recording and tracking of all service requests
- Proactive notification of service issues, including status updates
- NOC/SOC staff are comprised of level one, two and three specialists (as defined by CDW, solely at its discretion), who may perform their duties from any CDW office or remotely, as CDW deems necessary, to fulfill the terms and meet the requirements of any service-level objective (SLO)

LICENCING REQUIREMENTS

The CDW Managed Detection & Response with Cisco XDR service is available to customers with the Cisco licences listed below.

Cisco Licencing

- Cisco Secure Endpoint Advantage
- Cisco Secure Endpoint Essential (Cisco products only)

CDW'S SECURITY APPROACH

Our risk-based approach to security is based on the NIST Cybersecurity Framework, which allows organizations to achieve their ideal security posture. We work with you to:

PREPARE

We help our clients create and align strategies and programs to address ever-evolving business risks. This includes creating a relevant and achievable security roadmap.

DEFEND

We work collaboratively with clients to decide which technologies to implement to protect against cyberthreats.

RESPOND

We monitor critical business assets, respond rapidly to incidents and validate the effectiveness of security controls 24x7x365, so you don't have to.

CERTIFICATIONS

Our service is designed to follow ITIL best practices. In addition to ITIL, COBIT and other certifications held by our team members, our practice is certified and compliant with:



For more information, contact your CDW account team at 800.972.3922 or visit [CDW.ca/security](https://www.cdw.ca/security)



This is a marketing document, not a binding agreement. The services described herein may vary depending on your business, and are subject to change in CDW's sole discretion. Once you agree to purchase these services, a Statement of Work ("SOW") will be provided to you. The SOW will include, without limitation, details of the services, any hardware and software required and the fee structure. Once signed, the SOW will constitute a binding agreement between you and CDW Canada Corp. Invoicing occurs upon signature. The terms and conditions of product sales are limited to those contained on CDW's website at CDW.ca. Notice of objection to and rejection of any additional or different terms in any form delivered by customer is hereby given. CDW®, CDW-G® and PEOPLE WHO GET IT® are registered trademarks of CDW LLC. All other trademarks and registered trademarks are the sole property of their respective owners.