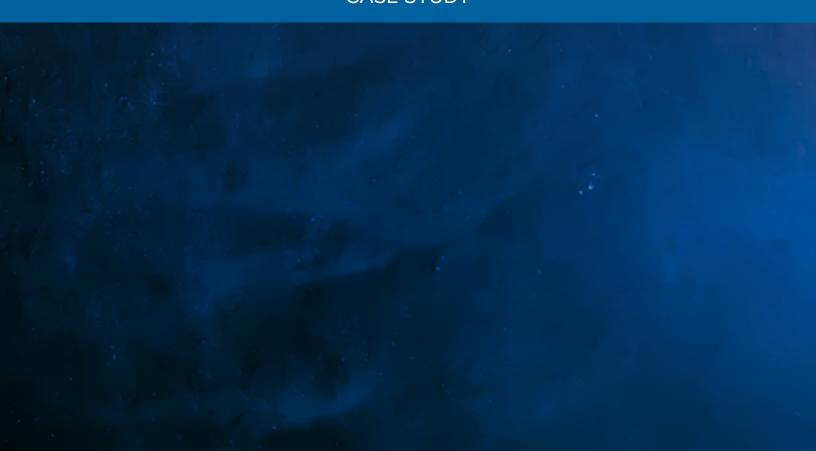# THREATLOCKER®
ZERO TRUST PLATFORM

MANAGED DETECTION AND RESPONSE
CYBER HERO® MDR

CASE STUDY

Tighter security with less effort.

Here's how Cyber Hero® MDR delivers enterprise-level protection and a fast-acting human safety net without adding staff.

▶ Make your daily security workload quieter and clearer.

▶ Give your clients enterprise grade protection without growing your team.

▶ Provide a human safety net that's ready to act in moments.

Cyber Hero MDR is a fully managed Detection and Response service built around ThreatLocker® Detect. It gives you a direct line to our elite Cyber Hero Team, trained security pros who monitor alerts, validate threats, and act fast based on your playbook. We respond faster than anyone else in the industry. While others are still syncing telemetry to the cloud, we're already isolating compromised devices and stopping threats before they spread.

Organizations using ThreatLocker with Cyber Hero MDR report **up to 50 percent higher security operations efficiency.**

—Forrester 2025 Total Economic Impact of ThreatLocker

The CEO of an IT and cybersecurity managed services firm reported to Forrester a sustained reduction in the time and resources required for incident recovery. With MDR's proactive approach, the team could move quickly on issues before they escalated into larger problems.

Reduce the daily noise you have to manage

MSPs juggle dozens, sometimes hundreds, of client endpoints and cloud accounts. MDR cuts through the noise by handling alert triage, pattern recognition, and suspicious activity analysis. Instead of getting buried in notifications or chasing low-value signals, MSPs get clear, validated insight into what truly needs attention.

With MDR, customers can reduce agent fatigue while hardening their environment to the highest standards, ensuring the mitigation and notification of attempted attacks.

Offer your clients enterprise-level protection without adding personnel

MDR functions as a dedicated extension of the MSP's security practice. It adds expert review, rapid response, and continuous monitoring without requiring the MSP to build a SOC or hire additional staff. It's a force multiplier that expands capacity and strengthens customer trust at the same time.

"Our team would have needed five additional detection and response personnel without ThreatLocker®."

—Forrester 2025 Total Economic Impact of ThreatLocker

Add a fast-acting human safety net your clients can rely on

Customers expect someone to notice when something looks wrong. MDR supplies that human layer, responding immediately when they see credential misuse, suspicious logins, or account changes. It fills the gap MSPs struggle with: knowing every client is covered even during off-hours or peak workload.

"ThreatLocker helps bridge the gap of response time through the Cyber Hero® MDR product**.** It was at about 11 p.m. on a Monday, and a user had been moved into a remote users group. MDR alerted me in real time**. It really feels like they have my back."**

—Jim Tyler, Director of Technology, Niles Community Schools

About ThreatLocker®

ThreatLocker is a global cybersecurity leader helping organizations proactively stop cyberattacks.The ThreatLocker Zero Trust Platform features Allowlisting, Ringfencing™, and Network Control to prevent breaches before they happen, including zero-day attacks, through an allow-by-exception approach that's straightforward to deploy, scale, and manage to keep business operations running uninterrupted. Built for simplicity, scalability, and speed, ThreatLocker security stack reduces complexity, accelerates compliance, and empowers businesses to take control of their cybersecurity—before threats strike. Headquartered in Orlando, Florida with a growing global footprint, ThreatLocker protects millions of networks and endpoints worldwide. Major partners include JetBlue, Heathrow Airport, the Orlando Magic, and the Indianapolis Colts. The company was recently ranked among the top performers on the Inc. 5000 list of fastest-growing private companies.