SOLUTION BRIEF

Smarttech
YOUR 24/7 SECURITY PARTNER

Why Organizations Should Switch to Smarttech247 MDR

In today's evolving threat landscape, organizations face increasing cybersecurity challenges, from sophisticated cyber threats to alert fatigue and the operational burden of security management. Traditional MDR providers offer detection and response, but many fail to provide true security partnership, proactive risk management, and full operational transparency.

Our MDR solution is different. We don't just detect threats—we take full ownership of your security posture, providing hands-on guidance, risk mitigation, and a holistic approach to cybersecurity. With a 100% client retention rate, we are committed to long-term partnerships, proactive engagement, and delivering security outcomes that align with your business objectives.

Key Value Proposition

- **True Security Partnership.** Our team integrates seamlessly with yours, ensuring tailored security strategies that align with business needs.
- **Beyond Alerts – Real Response.** Unlike competitors who just forward alerts, we actively manage, investigate, and remediate threats for you.
- **Unmatched Transparency.** With our VisionX platform, customers gain real-time visibility into their security environment and ongoing MDR activities.
- **White-Glove Approach.** We provide dedicated analysts, strategic QBRs, and free security consultancy to continually optimize your security.
- **Tech-Agnostic, Fully Integrated.** We work with multiple technology stacks, integrating seamlessly into your existing security infrastructure.

"Consistency in MDR service delivery is crucial for scalability and provides clients with a clear understanding of expected outcomes. This consistency enables providers to achieve scale and ensures predictable service quality for clients"

-Market Guide for MDR, 2024, Gartner

Award-Winning MDR Solutions

How we stand out: competitive differentiation

Feature	Traditional MDR	The Smarttech247 Difference
Threat Detection	Basic detection & alerting	**Advanced threat detection & proactive threat hunting**
Incident Response	Alerts sent to client team	**Full incident investigation, root-cause analysis, and mitigation**
Security Visibility	Limited visibility & reporting	**SIEM management & support to extend visibility and reduce risk**
Integrated Data Security & Managed Phishing	Focus on endpoints and network alerts	**As part of our holistic MDR approach, we bring in data detection and response (DDR) capabilities to ensure that we track data incidents too, not just endpoints, cloud or network ones. Moreover, using our proprietary tech, NoPhish, help clients reduce their phishing risk.**
Customer Support	Standardized response	**Personalized, dedicated security team & white-glove support**
Integration & Flexibility	Limited to specific technologies	**Fully tech-agnostic, works across various platforms**
Consultative Approach	Reactive support	**Free consultancy, strategic QBRs, and continuous security improvement**

Smarttech247 is recognized in the 2024 Gartner Market Guide for Managed Detection and Response, reinforcing our leadership & effectiveness in the cybersecurity industry.

Gartner Peer Insights™

5-star review

★★★★★

"Our overall experience with the S247 Team was truly exceptional. The team listened to us, understood our needs and requirements, and was very flexible in their approach through all stages - from demo sessions and contract negotiations to successful and fast deployment."
- CISO, $200m Fintech organization

Our Commitment to Your Security

Unlike other vendors that only focus on incident detection, we actively extend security visibility, identify vulnerabilities, and manage security infrastructure to prevent risks before they escalate. Our approach ensures:

- **Risk-Driven Security Posture: Aligning security strategies with business risk profiles for better decision-making.**
- **24/7 Active Monitoring & Response: Always-on protection with dedicated security analysts.**
- **Full Business Integration: Security that supports business continuity and operational resilience.**

Business Benefits of Switching to our MDR

- **Lower Total Cost of Ownership.** Reduce costs associated with in-house SOCs, staff hiring & tech maintenance.
- **Stronger Compliance & Regulatory Readiness.** Ensure adherence to industry standards such as GDPR, HIPAA, ISO 27001, SOC2 etc.
- **Operational Efficiency.** Free up internal IT teams to focus on business-critical functions while we handle security.
- **Brand & Reputation Protection.** Prevent security breaches that could damage customer trust and business credibility.

Technical Benefits of our MDR

- **Real-Time Threat Intelligence & Response.** Powerful analytics paired with human expertise for rapid risk mitigation.
- **Integrated Security Framework.** You bring the tech, we make it work harder for you. Seamless compatibility with existing security stacks, SIEMs, EDRs, and cloud platforms.
- **Custom Security Playbooks.** Tailored incident response strategies for specific business environments and threat models.
- **Continuous Innovation & Adaptation.** Regular updates to detection capabilities (integrated into the service), automated response workflows, and security best practices.

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ABOUT US

Smarttech247 is a multi-award-winning MDR (Managed Detection & Response) company and a market leader in Security Operations. Trusted by the world's largest global organizations, our expert MDR and unified VisionX MDR platform provides continuous monitoring, advanced threat detection, investigation & response capabilities, 24/7.

Gartner peerinsights™ 4.8 out of 5

Smarttech247 - A Recognized Representative Vendor in 2024 Gartner® Market Guide for Managed Detection & Response

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Customer Success Story

AutoNation

Key Service Highlights:

- Took over AutoNation's MDR service from the previous provider with minimal disruption.
- Delivered a 24/7 MDR solution with real-time monitoring, threat detection, and response capabilities.
- Conducted an in-depth consultancy to assess and refine AutoNation's SIEM architecture.
- Enhanced alerting mechanisms to reduce false positives, enabling the security team to focus on genuine threats.
- Developed detailed, actionable reports tailored to AutoNation's needs, improving visibility into threat landscapes and incident management metrics.

Results:

- **2x Faster Incident Response with our 24/7 MDR**
- **Increased Security Visibility**
- **60% Reduction in False Positives**

Scan here to watch our AutoNation Case Study video!