# Elite MDR,
## Packaged and Personal

Lean organizations face many of the same adversaries as the Fortune 500, but with a fraction of the security resources. This service combines CrowdStrike Falcon Complete with Kudelski Security expertise to deliver 24/7 detection and response; hands-on support and coverage tailored to your specific requirements.
**One contract. One team. One coordinated service.**


- 2025 Global Partner Awards
- Elite Partner since 2016 · Ten years of CrowdStrike partnership

## Our Approach

We combine CrowdStrike's 24/7 Falcon Complete detection and response with Kudelski Security, threat intelligence, proactive, tailored threat hunting, IR retainer and proprietary capabilities, including our KLARA™ AI ecosystem. The result is a highly personalized, white-glove MDR service designed to deliver value from day one.

### One team, end to end

From onboarding to remediation, you work under one contract with a named Delivery Manager who coordinates your service end to end.

### Machine speed, human judgment

CrowdStrike contains threats at machine speed. When automated containment is not possible or your input is needed, Kudelski Security drives escalations to closure, leveraging our KLARA™ agentic AI ecosystem.

### Response included, not sold later

Full-cycle remediation from CrowdStrike is backed by Kudelski Security incident response retainer hours included from day one, so expert support is already in place if you need it.

## One MDR Service, Two Best-in-Class Teams

**KUDELSKI SECURITY**

### The Service Layer

- End-to-end onboarding and tuning
- Named Delivery Manager
- Proactive Threat Hunting and security advisories
- Continuous credential leak monitoring
- Access to KLARA™, the Client Portal and Threat Navigator
- Incident Response Retainer

**CROWDSTRIKE**

### The Engine

- 24/7 investigation and full-cycle remediation
- Coverage across endpoints, identities and cloud workloads
- Falcon® Adversary OverWatch™ threat hunting
- Falcon Complete licenses included
- AI-driven triage validated by elite defenders

*CrowdStrike technology combined with the expertise, hands-on support and accountability of Kudelski Security.*

## How We Deliver

A packaged service with a clear path from onboarding to steady-state operations.

### 01 Onboard

We deploy and tune CrowdStrike products, migrate policies, address conflicting services and assign a named Delivery Manager to guide the engagement and lifecycle.

### 02 Operate

CrowdStrike provides 24/7 detection, investigation and remediation across endpoints, cloud workloads and identities. Kudelski Security manages the customer relationship, proactive threat hunting, tuning, reporting and additional modules.

### 03 Respond

When it matters most, full-cycle remediation from CrowdStrike is backed by Kudelski Security's Cyber Fusion Centers and our team of threat hunters, detection engineers and incident responders.

## One Bundle, Add-Ons That Scale

Modular Subscription packaging, tailored to your environment.

### Essential Bundle MDR Core Modules

*Kudelski Security and CrowdStrike-Operated*

- End-to-end onboarding, plus 24/7 triage, investigation and remediation across endpoints, identities and cloud workloads
- Falcon Complete licenses included
- Access to KLARA™, the Client Portal and Threat Navigator
- Proactive threat hunting
- Named Delivery Manager
- IR Retainer of 16 hrs/year

### NG-SIEM Add-On

*Kudelski Security-Operated*

- Kudelski Security detection rules combined with CrowdStrike native detections
- Data source health monitoring
- 365-day data retention
- An additional half day of Delivery Management per month

### Extended Services Retainer Add-On

*Kudelski Security-Operated*
*40, 100 or 250 hours per year*

- Custom detections and Falcon® Fusion SOAR workflows
- AI playbooks and KLARA™ integrations
- IT hygiene support and custom dashboards
- Rollout support for AI Detection and Response, Shield, Mobile and Data Protection

SHEDULE A DEMO



Kudelski Security, a division of the Kudelski Group (SIX: KUD.S), is an innovative, independent provider of tailored cybersecurity solutions to enterprises and public sector institutions. Kudelski Security is headquartered in Cheseaux-sur-Lausanne, Switzerland, and Phoenix, Arizona, with operations in countries around the world.

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