cynet
DATASHEET

CyOps Platinum Care for MSPs

Personalized and comprehensive managed detection and response (MDR) delivered by CyOps, Cynet's world-class team of cybersecurity experts

CyOps helps MSPs support cybersecurity operations

MSPs face significant challenges in supporting security services due to limited resources, a shortage of skilled personnel, the complexity of cybersecurity, and the rapidly evolving threat landscape. Stealthy attackers can strike at any time and require swift and thorough responses to thwart their threats.

Cynet's CyOps team operates a 24x7 SOC that helps all MSP partners protect their clients' environments. As part of Cynet's standard service, CyOps continuously monitors and prioritizes alerts, informing clients in real-time of critical security events and guiding them through the response process. At any time, Cynet clients can submit files to CyOps for analysis and escalate events that require deeper examination.

CyOps Platinum Care for MSP

CyOps Platinum Care introduces a premium level of personalized services to instantly enhance your security posture and capabilities. The CyOps Platinum Care team manages and actively monitors the Cynet platform, ensuring protections are properly configured and operating optimally while remotely investigating and remediating incidents in minutes.

The CyOps Platinum Care team will investigate 100% of your alerts and can actively remediate all threats on your behalf, based on clearly predefined conditions and procedures. You decide whether the CyOps team interacts directly with your clients or passes all communications to your internal team.

CyOps Platinum Care allows you to deliver world-class cybersecurity services to your clients with an effective and mature security program without the difficulty, burden and costs associated with building one internally. There is no limit to the number of clients you can enroll for the Platinum Care service. You can decide if the Platinum Care service applies to one, some or all your clients.

Benefits

- **Differentiate your offerings with a premium managed detection and response (MDR) service**
- **No additional resources required to deliver a full MDR service**
- **Ensure your clients receive world-class protection against advanced cyber threats**
- **Rest assured that Cynet is protecting your environments 24x7x365**
- **Combine the power of Cynet's industry-leading protections with expert human insights and oversight to maximize protection with minimal resources**



Monitor MSP client environments and identify threats across endpoints, networks, users, email, and SaaS/Cloud services

- Confirm alerts/activities identified as abnormal, suspicious, or malicious.
- Proactively implement Allow/Exclude lists and profile policies to minimize false positive alerts.

Immediately investigate and fully remediate all high and critical alerts

- Proactively perform remediation actions based upon predefined action plan (agreed upfront with client).
- Validate automated response actions
- Close out alerts in the Cynet dashboard
- Monthly live session with written summary of activities and recommendations.

Ensure the Cynet platform is properly configured and updated to reduce your attack surface and minimize risk

- Validate best practice configurations are in place every month (including validation that each agent runs latest config).
- Verify that all add-on services are enabled, integrated, properly configured and logs are ingested correctly .
- Review of risks highlighted by licensed Cynet products (SSPM, ESPM, etc.) and suggested mitigations.
- Conduct periodic Lighthouse scans (Dark-Web Credential Theft Monitoring) to identify MSP's end-customers' leaked credentials.

Get Started

Extend your security team today.

Deliver 24x7 coverage, faster response, and measurable results for every client.

Learn More
www.cynet.com/cyops

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About Cynet

Cynet's unified, AI-powered platform combines a full suite of security capabilities on a single, simple solution, backed by 24x7 expert support. Cynet is purpose-built to enhance protection for small-to-medium enterprises and to maximize margins for MSPs.

Learn more at www.cynet.com