SentinelOne’s Vigilance Respond and Respond Pro Managed Detection & Response (MDR) service subscriptions are designed to supplement our endpoint security SaaS offerings.

The Vigilance MDR Team is the human side to our AI-based Singularity™ platform. We are a 100% in-house, non-outsourced Team of Tier-1, Tier-2, and Tier-3 cybersecurity experts monitoring millions of endpoints. Our mission is to augment customer security organizations. We provide a second set of eyes on the SentinelOne deployment and appropriate responses to contain threats. Vigilance Respond & Respond Pro empower customers to focus only on the incidents that matter making it the perfect endpoint add-on solution for overstretched IT/SOC Teams.

Vigilance Respond
SOC Augmentation MDR / Digital Forensics / Incident Response

Vigilance Respond MDR adds value by augmenting and reducing the load on security organizations.

- Clean dashboards and peace of mind
- Every threat is reviewed, acted upon, and documented to keep you in the loop
- Escalations to you for urgent matters only

Vigilance Respond Pro builds on our Respond tier and adds Digital Forensics and Incident Response.

- All Respond MDR features plus...
- Direct access to forensic experts for incident management, containment, and consultation
- IR retainer hours for malcode analysis and IR

ON AVERAGE, INCIDENTS ARE RESOLVED IN 20 MINUTES OR LESS.
Vigilance MDR achieves groundbreaking speed with AI-based Storyline automation and prioritization tech bolstered by multiple analyst tiers.

NEED MORE INFO?
Platform: s1.ai/platform
Vigilance: s1.ai/services
How Vigilance MDR Works

<table>
<thead>
<tr>
<th>Threat Detected</th>
<th>Analyst Deep Dive</th>
<th>Threats Insight</th>
<th>Action &amp; Next Steps</th>
<th>DFIR Goes Deeper</th>
</tr>
</thead>
<tbody>
<tr>
<td>AI queuing mechanisms prioritize threats</td>
<td>Threats are classified by AI/ML, intel, ActiveEDR + Storyline, MITRE® TTPs, logvs, analyst’s judgement</td>
<td>All console incidents are interpreted and annotated to keep you in the loop</td>
<td>Vigilance mitigates and resolves threats for you and opens proactive escalation as needed</td>
<td>Respond Pro customers can trigger forensic deep dives, targeted threat hunting, and IR</td>
</tr>
</tbody>
</table>

### What’s Included?

<table>
<thead>
<tr>
<th>24/7 MDR</th>
<th>RESPOND</th>
<th>RESPOND PRO</th>
<th>WHAT’S INCLUDED?</th>
</tr>
</thead>
<tbody>
<tr>
<td>WATCHTOWER</td>
<td>✓</td>
<td>✓</td>
<td>Intelligence-based hunting for attacker techniques, global APT campaigns, and emerging cyber crimes</td>
</tr>
<tr>
<td>THREAT RESPONSE SLA</td>
<td>Standard 2-hour/4-hour own/investigate</td>
<td>Premium 1-hour/2-hour own/investigate</td>
<td>The fastest MDR on the planet</td>
</tr>
<tr>
<td>DIGITAL FORENSIC ANALYSIS</td>
<td>Triage</td>
<td>Full Investigation</td>
<td>Full Investigation: RCA infection vector, exfil/breach determination, intel-driven hunting, threat intel enrichment &amp; contextualization, malware reversing, memory analysis and code extraction, malicious code deobfuscation</td>
</tr>
<tr>
<td>IR RETAINER</td>
<td>✓</td>
<td>✓</td>
<td>Preset # of retainer hours (use or lose)</td>
</tr>
<tr>
<td>QUARTERLY SECURITY REVIEW</td>
<td>✓</td>
<td>✓</td>
<td>Consultation guiding long-term remediation and security architecture</td>
</tr>
</tbody>
</table>

### Testimonials

- Fantastic experience from beginning to end
  Security and Risk Management Role
  Energy & Utilities, 500M - 1B USD

- Very proactive, supportive and professional team
  Infrastructure and Operations Role
  Media Firm, 500M - 1B USD

- Knowledgeable and highly responsive team
  Security and Risk Management Role
  Healthcare, 1B - 3B USD

- Very useful add-on service
  Security and Risk Management Role
  Manufacturing, 1B - 3B USD

### Gartner Peer Insights

98% of Gartner Peer Insights™ Voice of the Customer Reviewers recommend SentinelOne

- Record Breaking ATT&CK Evaluation
  - No missed detections, 100% visibility
  - Most Analytic Detections 2 years running
  - Zero Delays. Zero Config Changes

- A Leader in the 2023 Magic Quadrant for Endpoint Protection Platforms
  - Highest Ranked in all Critical Capabilities Report Use Cases

### About SentinelOne

More Capability. Less Complexity. SentinelOne is pioneering the future of cybersecurity with autonomous, distributed endpoint intelligence aimed at simplifying the security stack without forgoing enterprise capabilities. Our technology is designed to scale people with automation and frictionless threat resolution. Are you ready?

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