



# Microsoft Defender Services

## Maximise your investment in Microsoft Defender


Microsoft Defender for Endpoint is one of the leading Endpoint Detection and Response (EDR) tools and one that many organisations have access to (via various Microsoft 365 licence options) but aren't getting the best out of. A major concern for most organisations is the ability to have eyes on it 24/7.

One of the biggest challenges in cyber security is the reliance upon technology, without due consideration for the people and processes that are needed to make the technology truly effective. The same is true for Microsoft Defender and that's where we come in. It takes many years and significant spend to build a Security Operations Centre that can deliver effective cyber security monitoring. Luckily, we've spent a lot of time and money building out that expertise and can support all organisations in improving their cyber security and mitigating their risk at a fraction of the cost of doing it in-house.

### What is the service?

We have two levels of service available, depending on your requirements, in-house resource and budget. The services are based on a simple per-user, per-month pricing, giving you flexibility as you grow, only paying for what you need today. The core services focus on monitoring and/or managing Microsoft Defender for Endpoint.



A top-level overview of the services is below, for more details, including SLA's, please ask for our service description document.








## Microsoft Defender Services

Monitored Microsoft Defender Services	Managed Microsoft Defender Services
24/7 monitoring of Defender services	24/7 monitoring of Defender services
Alerts analysed and intelligence applied	Alerts analysed and intelligence applied
Client notified of relevant alerts with remediation advice	Client notified of relevant alerts with remediation advice
Clients onboarded to recommended minimum security settings	Clients onboarded to recommended minimum security settings
Ongoing security configuration recommendations	Ongoing security configuration recommendations
Standard Microsoft and e2e threat models and playbooks	Standard Microsoft and e2e threat models and playbooks
Standard SLA's	Enhanced SLA's
Monthly service report	Monthly service report and review
	Analyst assisted incident response and management
	Custom use cases, rules, policies and playbooks (3 per quarter)
	Manual and automated threat mitigation and response

**Core Service**



**Optional Services**





<https://www.e2e-assure.com/services-microsoft-defender>

Whilst our core service offers a good starting point for many organisations by focusing on endpoints, we are aware that many organisations also deploy other Defender services. As part of the expanded services, we can leverage other Defender tools to improve the correlation of security events and enrich the data Analysts can investigate. Additional options include coverage for:

- Microsoft Defender for Cloud Applications (MCAS)
- Microsoft Defender for Identity
- Microsoft Defender for Office 365
- Microsoft Compliance Manager
- Microsoft Defender for Business (once fully [launched](#))

We also have a roadmap to move customers to a bespoke managed Microsoft Sentinel service when they are ready, to both further improve their cyber security and maximise their investment in Microsoft technologies. As we don't sell Microsoft licensing, our only objective is to improve our customer's security and so we work with you to build a cyber roadmap, prioritising spending and proving ROI before investing in any future improvements.

### How does it work?

With our Monitored service, e2e-assure's UK Security Cleared Analysts monitor your Microsoft Defender environment, 24/7, using their expert knowledge and processes to investigate alerts. With any alerts that require further investigation and/or remediation, this information is passed onto the customer, with remediation advice. A monthly report is also provided providing insight into the alerts and threats seen, with trends, that is used to improve the service and reduce noise for the customer.

With our Managed service, customers get the same base service, with the addition of enhanced SLA's, a monthly review (on top of the report) and the addition of 3 bespoke playbooks (processes) per quarter. On top of this, our Analysts will also assist with incident response and management, should the customer wish, including manual and automated threat mitigation and response, in line with pre-agreed processes.

### Who is it for?

In short, anyone who's looking to get the most out of their Microsoft Defender investment. Our Microsoft Defender Services focus on levelling the playing field of cyber security: aimed at smaller organisations looking to deploy cyber security monitoring on a budget and get started on the journey of continuous cyber improvement. By getting started earlier, cyber security becomes more of a business enabler, rather than something a cost centre, allowing you to scale more quickly, knowing you've got cyber security covered.

### Benefits

**Prevent:** support to maximise the functionality of Microsoft Defender to stop malicious activity.

**Detect:** get 24/7 eyes on your environment and spot potential incidents with enough time to act.

**Respond:** receive advice and active response from e2e-assure to stop attackers in their tracks.

**Cost-effective:** our services are predictable to budget for, typically cost £6/user/month.

**Capability & capacity:** reduce the need for in-house people and skills with our team of experts.

**Rapid setup:** go live within hours, rapidly improving your cyber security posture.

**No long-term commitment:** a simple and flexible 12-month contract that can scale with you.

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