
What is Managed Detection & Response Managed Detection & Response (MDR)?

Managed Detection and Response, often referred to as “MDR”, is a managed security service that combines endpoint security software with expert monitoring to protect organizations in real-time by providing threat detection, incident response, and round-the-clock support to mitigate cyber threats.

The primary goal of MDR is to help organizations quickly identify and respond to security threats before they can cause significant damage. It is often used by organizations that may not have the budget or expertise to establish and maintain a comprehensive cybersecurity program. Key components of MDR include: 24x7 monitoring, threat detection, and incident response. Learn more at <https://www.at-bay.com/articles/mdr-edr-xdr/>.

What is Endpoint Detection & Response (EDR)?

Endpoint Detection and Response, better known as EDR, is a category of security software that focuses on detecting, investigating, and mitigating suspicious activities on hosts and endpoints. This typically involves collecting and storing endpoint data, looking for malicious patterns or activities, and reacting to eliminate threats.

The primary strength of EDR solutions lies in their comprehensive visibility into endpoint data, sophisticated detection capabilities, and real-time threat alerts. This results in a heightened level of security compared to traditional antivirus solutions. Notably, 71% of all attacks are malware-free, and this emphasizes the limitations of legacy solutions like antivirus in effectively countering modern threats³.

While EDR is the gold standard for an effective security program, most organizations lack the financial resources and specialized security knowledge to respond to EDR alerts effectively. As a result, critical vulnerabilities are often left unaddressed by internal teams, leaving organizations unprotected. Learn more: <https://www.at-bay.com/articles/mdr-edr-xdr/>.

Why is At-Bay offering an MDR service?

MDR that monitors a customer's endpoints 24x7 is the gold standard for security for a small business. Our claims data shows that more than 50% of cyber insurance claims over the past two years could have been mitigated or even stopped altogether by an MDR service².

By providing both MDR and cyber insurance, we can take an InsurSec approach to reduce cyber risk and losses. This can translate to lower cyber insurance costs or better policies, improving security outcomes while delivering value to customers.

What does At-Bay Stance™ Managed Detection & Response provide?

At-Bay Stance MDR provides round-the-clock security monitoring, proactive threat detection, and rapid incident response for your clients. The combination of our Security Service with CrowdStrike's best-in-class EDR simplifies security for small businesses while dramatically improving it.

- 24x7 monitoring and response services staffed by At-Bay cybersecurity professionals.
 - Runs on the leading EDR security platform, CrowdStrike, so the insured is protected by enterprise-grade security.
 - Operational savings by freeing up internal IT professionals from wasting time investigating every false positive, so the IT team can focus on projects that grow your business.
 - Potential access to competitive cyber insurance rates and terms in accordance with the insured's risk profile.
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How does this differ from other At-Bay Stance products?

At-Bay Stance Exposure Management is made available to all E&S Cyber and Tech E&O customers via the Policy's Embedded Security Endorsement and corresponding fee. These value-added services are designed to empower customers to secure their current technology environment.

- **Stance Exposure Manager** is a SaaS platform that comprehensively evaluates customers' tech-stack to ensure they are secured against all primary attack vectors.
- **Stance Advisory Services¹** is a by-appointment consulting service provided at no additional cost. Insureds get access to a team of security experts who can help them prioritize risks, resolve issues, and design better security controls.

At-Bay Stance MDR is an *optional* product being sold separately by our affiliate, At-Bay Security LLC⁴. Stance MDR gives clients a major upgrade to their endpoint protection, monitored around the clock by an expert team to make best-in-class security more accessible.

- The foundation of At-Bay stance MDR is the EDR solution from CrowdStrike, which monitors, detects, and counters threats on devices that connect to an organization's network. Our MDR offering combines advanced technology with expert human analysis to proactively detect and respond to cyberthreats before they escalate. This proactive approach significantly reduces the risk of data breaches, financial losses, and reputational damage.
- At-Bay's world-class MDR Security team manages this EDR service for customers and performs 24x7 monitoring of users' endpoints with the ability to rapidly contain threats and respond to incidents — freeing businesses from building every aspect of their security strategy from scratch.

Stance Exposure Management focuses on minimizing vulnerabilities, while Stance MDR focuses on timely detection and response to security incidents. See table below for further information:

	Stance Exposure Management	Stance MDR
Goal	Increase visibility to strengthen and secure current environment	Provide enterprise-grade security to customers
Focus	<ul style="list-style-type: none"> - Identifying vulnerable systems - Identifying poor configuration of systems and tools - Phishing testing/training <i>(available in Q1'24)</i> - Access to cyber expertise to guide remediation and design security programs 	<ul style="list-style-type: none"> - 24x7 continuous monitoring of endpoints - Investigation of suspicious activities - Immediate response to thwart attacks
How	SaaS platform that identifies gaps in security and provides access to cyber expertise	24/7 Security Operations Center (SOC) with best-in-class EDR to dramatically reduce risk
Pricing	Made available to cyber and tech e&o policyholders via Embedded Security Endorsement/Fee	Sold separately from insurance

How will At-Bay handle any claims for At-Bay Stance MDR customers? Does this change the way they would file a claim?

Purchasing MDR from At-Bay does not change whether or how a customer files a claim, potential claim, or notice of circumstance under any Insurance Policy, including a policy placed through At-Bay. Customers remain obligated to notify At-Bay claims pursuant to the notification requirements of their respective policies. The At-Bay MDR team will not inform the At-Bay claims team of any detected cyber incident on behalf of the customer/insured.

Can At-Bay Stance Managed Detection & Response replace another MDR offering that an insured currently pays for?

At-Bay Stance MDR stands out as a comprehensive Managed Detection and Response (MDR) solution that holds its own against top competitors. This is attributed to several key factors:

- It leverages state-of-the-art Endpoint Detection and Response (EDR) technology.
- The primary focus is on delivering an exceptionally effective service that minimizes loss to the greatest extent. This distinguishes it from other providers who may not fully grasp the impact of loss.
- Tailored for Small and Medium-sized Businesses (SMBs), a segment often underserved by the market.

Where can I find more details about At-Bay Stance Managed Detection & Response?

To learn more about At-Bay Stance Managed Detection & Response, please reach out to MDR-sales@at-bay.com.

When do insureds receive a policy credit on their policy, and how much will that policy credit be?

Insureds with policies placed through At-Bay, who better their security controls with Stance MDR, may be eligible to receive a policy credit upon renewal of an existing policy or upon binding of a new business policy. Final policy terms are determined by account details and the insured's risk profile.

Will insureds who use an MDR other than At-Bay's be eligible for a premium credit?

Yes, Insureds with policies placed through At-Bay with other evaluated MDR solutions may also be eligible for an MDR premium credit on their cyber insurance policy upon renewal of an existing policy or upon binding of a new business policy, depending on the quality of the MDR solution, account details, and the insured's risk profile.

¹ Referred to as "Managed Security" in policy forms

² Based on At-Bay analysis of At-Bay claims from Q4 2021 thorough to Q3 2023 that could potentially have been mitigated by a Managed Detection and Response product.

³ CrowdStrike 2023 Global Threat Report

⁴ At-Bat Security, LLC is a wholly owned subsidiary of At-Bay, Inc., providing cybersecurity services including MDR and incident res At-Bay Security, LLC does not provide insurance services.