

<b>MDR Buyers Checklist</b>	<b>Yes</b>	<b>No</b>
<b>The Company</b>		
Do they have over 6 years' experience in offering MDR services?		
Do they have the technology and scale to support our business?		
Do they offer clear businesses outcomes?		
Do they invest in the ongoing development of their tech and staff?		
Have they shown evidence of recent innovation and service development?		
<b>The Service</b>		
Is there detailed playbook automation available for security actions?		
Do they have threat-hunting capabilities internally?		
Do they have IR services available?		
Do they offer 24/7/365 coverage?		
Do they offer clear and transparent visibility of your cyber posture?		
Do they offer regular reporting?		
Do they offer regular testing and simulation?		
Do they offer Incident monitoring for ongoing situations?		
Do they offer Incident investigation to discover what was stolen, altered or accessed?		
Are they vendor/tech agnostic?		
Do they offer threat disruption/containment to prevent lateral spread of threats?		
Can they ingest data from third-party solutions?		
<b>The Commercials</b>		
Do they offer rolling contracts?		
Do they offer a per user pricing?		
Do they insist of a fixed term contract?		
Do they offer service flexibility?		
Do they show evidence of helpful SLA metrics such as MTTR instead of MTTD?		

Additional Notes:

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