CyberMaxx

Managed Detection & Response (MDR) Buyer's Guide Checklist

Top Questions Mid-Market Organizations Should Ask To Maximize MDR Selection and Success



MDR Buyer's Guide Checklist

When evaluating Managed Detection and Response (MDR) providers, it's essential to ask the right questions to ensure the service aligns with your organization's security needs, operational workflows, and strategic goals. Here's a comprehensive list of the top questions to ask the MDR providers you are considering:

- [ ] What types of threats do you detect? (endpoint, email, cloud, identity, etc.)
- [ ] Do you provide 24/7/365 follow the sun SOC support?
- [ ] What industries and organizations do you specialize in?
- [ ] How do you define response?
- [ ] Can your MDR solution integrate with our existing tools?
- [ ] Do you do more than native detections?
- [ ] Do you have human-led SOC analysis to investigate each threat?
- [ ] Do you have a threat hunting and threat research team conducting ongoing proactive investigations intelligence on behalf of your clients collectively?
- [ ] Do you offer a client-facing portal and mobile app with dashboards, reports, and updated security events?
- [ ] How many support staff will be assigned to my account?
- [ ] What is your communication process during an incident?
- [ ] Is incident response included or billed separately?
- [ ] What's included in your MDR solution and what other add-ons do you offer?
- [ ] Can you support hybrid environments (cloud, on-prem)?
- [ ] How can I scale my MDR solution as my organization grows?

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