



# MDR

## MANAGED DETECTION & RESPONSE

THROUGH  CHILLISOFT

### THE SECURITY PROBLEM

Companies are facing the pressing problem of advanced and evolving cybersecurity threats which can bypass traditional security measures. With the increased power of AI tools at the disposal of bad actors, along with more devices connecting from more places than ever, the threats are only getting more frequent and dangerous. When a breach attempt happens, the slower the response, the more likely a bad agent can be successful. Additionally, a slow response also means more time for the attacker to infiltrate deeper and cause more havoc. Even with all of the top tier defense products, effective response needs human involvement, but this often comes at great cost, both in time and money. Staff retention is not guaranteed, training is costly and slow, and can result in focus being diverted from regular business operations.

### THE ULTIMATE SOLUTION

Through Chillisoft, you can offer your customers ESET's enterprise-level MDR protection. The service offers comprehensive and proactive monitoring of organization's digital infrastructure with detection analysis and real-time response. We'll have eyes on glass 24/7, covering endpoint detection and response alarms and alerts.

With over 20 years of experience in ESET support and management, Chillisoft make it easy for partners to offer XDR products to their customers with the confidence that our local technical experts will be monitoring and investigating your alarms and alerts to keep customers operations protected!



### MAIN BENEFITS

**Enterprise-level MDR protection for any business customer.**

Locally run and resourced in NZ

24/7 Eyes on glass

Tailored reporting

Proactive threat hunting & monitoring

Incident investigation, response & reporting

Fast, guaranteed premium response



# Why ESET Managed Detection and Response?

## THE ULTIMATE MANAGED SERVICE

With ESET MDR, not only do you get the world's best multi-layered prevent, detection and response solutions, but also unparalleled ESET expertise to ensure you make the most of them all, thanks to our 24/7 on-call Premium Support.

## HUMAN RESOURCE CHALLENGE

Utilizing new, complex security solutions can prove tricky even for organizations with dedicated security or IT teams. Moreover, focusing on the implementation and operation of new tools can divert the focus of an IT team, which may prevent it from executing core operations vital for business continuity.

## EYES ON GLASS SUPPORT

Get prompt assistance from ESET at any hour of the day or night, including weekends and public holidays. Rest easy knowing we have eyes on glass 24/7.

## LONG-TERM COSTS

Creating dedicated teams and/or hiring security specialists who have the necessary skills and qualifications to investigate, identify and respond to potential cybersecurity threats can result in high long-term costs.



## PROVEN EXPERIENCE

30+ years of ESET Cybersecurity!

Reliable

Complete service

Proven leading-edge protection

Understandable & detailed reporting

Premium support



# What's Inside?

## THREAT MONITORING

ESET experts monitor each client's data daily, issue alerts, compile clear reports and recommend action for threats and breaches.

## INVESTIGATION & RESPONSE

ESET Detection and Response Premium includes detailed file analysis, reverse engineering, digital forensics and digital forensic incident response assistance, covering the entire incident investigation life-cycle: from threat identification to analysis, subsequent remediation and actionable advice for addressing the root cause of recurring incidents.

## DEPLOYMENT & UPGRADES

We perform full endpoint management, installs and configures specific products in the client environment and provides training to ensure their successful operation, thus reducing the overall complexity associated with a new and upgraded endpoint security product, and ensuring business continuity. A thorough initial assessment before each execution or deployment ensures there are no surprises.

## PROACTIVE THREAT HUNTING

We investigate data, events and alarms generated by ESET Endpoint Inspector. Our ESET threat hunters review highlighted alarms, investigate their root causes, and compile their findings into comprehensible status reports with actionable advice.



## PROTECT PLATFORM

Modern Endpoint Protection

Server Security

Full Disk Encryption

Advanced Threat Defense

Cloud App Protection

Vulnerability & Patch Management

Detection & Response

Multi-Factor Authentication

XDR / EDR

+ MORE



# What do customers think of our MDR?

“Since integrating the ESET MDR service into our cybersecurity framework, our experience with Chillisoft has been nothing short of transformative. As a business safeguarding over 1000 endpoints, the capability of ESET to detect anomalies that would otherwise slip under our radar has been invaluable. These are not just minor threats, but complex vulnerabilities that, without ESET MDR, could have posed significant risks to our operations.

Our partnership with Chillisoft and the ESET MDR service, have been pivotal in our cybersecurity efforts.

We are thoroughly pleased with the service and the peace of mind it brings, knowing that our network is under the vigilant eye of such a dedicated and professional team. To any organisation considering strengthening their cybersecurity measures, we cannot recommend Chillisoft and ESET MDR highly enough.” - **Eddie King**

“As a long time ESET partner, we are happy to be working with Chillisoft / ESET NZ on their MDR service.

It gives us great confidence working with a partner with over 20 years’ experience in ESET.

Chillisoft work with us on providing an effective service where their team of cybersecurity experts and analyst are looking at the alarms and alerts produced by ESET’s award winning XDR product. We are looking forward to them being an extension of our team.” - **Jarad Plaisted**



**EDDIE KING**

**Tait Communications**

**Information Security  
Manager**



**Jarad Plaisted**

**Tait Communications**

**Information Security  
Manager**



# Locally with Chillisoft

## LOCAL TEAMS & LANGUAGE

ESET's local presence enables a very localized approach combined with the expertise of ESET HQ's malware research team, results in the best possible ESET experience.

## FAST GUARANTEED RESPONSE

Speed of remediation is critical. ESET's assistance is available on-demand to help address missing detections for malware and cleaning problems, investigate suspicious behavior and to mitigate ransomware infections much faster, reducing business interruption and minimizing the impact of any attack.

## TAILORED REPORTING

Each organization is different. ESET expert's partner with your team to develop a response and remediation plan that takes into consideration your operational specifics to develop a highly customized action plan that balances the business and security needs of your company. We provide monthly reporting, implementing a proactive approach to improving your security posture.



**SCHEDULE A DEMO**

Find us at: <https://chillisoft.net>

## About Chillisoft

Chillisoft is a specialist cybersecurity distributor representing leading vendors across New Zealand, Australia, and the South Pacific. We focus on supporting our partners and users with expert pre-sales, implementation services, product training, and excellent support.

Our products can be used as stand-alone solutions or in complementary combinations to tackle complex cybersecurity challenges.

With around 25 staff, many with over a decade of experience, and long-standing partnerships, we prioritize strong relationships with our customers and partners. We offer self-serve systems and processes for fast, accurate transactions and host online training and events accessible to all.

We also host online and in-person events across Australia, Fiji, and New Zealand, including CybersecCon, New Zealand's largest cybersecurity conference.

**Chillisoft has been ESET's sole NZ distributor for over 20 years.**