



Endpoint Detection and Response (EDR)

Monitor, Detect, and Resolve security issues across multiple endpoints with Endpoint Detection and Response. US Signal's next generation Endpoint Detection and Response ("EDR") is an endpoint security solution that deploys software-based tools to gather data from endpoints and utilizes that data to analyze suspicious system activities. US Signal leverages a third-party software platform to monitor, collect, and analyze data from endpoints that could indicate a threat. Additionally, rules can be configured to automatically respond to identified threats to remove or contain them.

In addition to Endpoint Detection and Response, US Signal offers Managed Detection and Response ("MDR"), a premium tier-level EDR service offered as a managed service. US Signal's Security Operations Center ("SOC") team receives and responds to all security alerts, freeing up your internal resources and enabling you to leverage the SOC team's extensive security experience and expertise.

TECHNICAL OVERVIEW

US Signal's Security Operations Center ("SOC") team will work with your team to manage the deployment and setup of the EDR service. This product utilizes a cloud-based deployment model, which means that the agents communicate directly with a central management platform in the cloud, as well as light weight agents, or endpoint installations that usually have much less performance impact on systems.

Software agents conduct endpoint monitoring and collect data—such as processes, connections, volume of activity, and data transfers—into a central database. From there, pre-configured rules in an EDR solution can recognize when incoming data indicates a known type of security breach and triggers an automatic response, such as to log off the end user or send an alert to a staff member. Lastly, Forensics tools can enable IT security professionals to investigate past breaches to better understand how an exploit works and how it penetrated security. IT security professionals also use forensics tools to hunt for threats in the system, such as malware or other exploits that might lurk undetected on an endpoint.

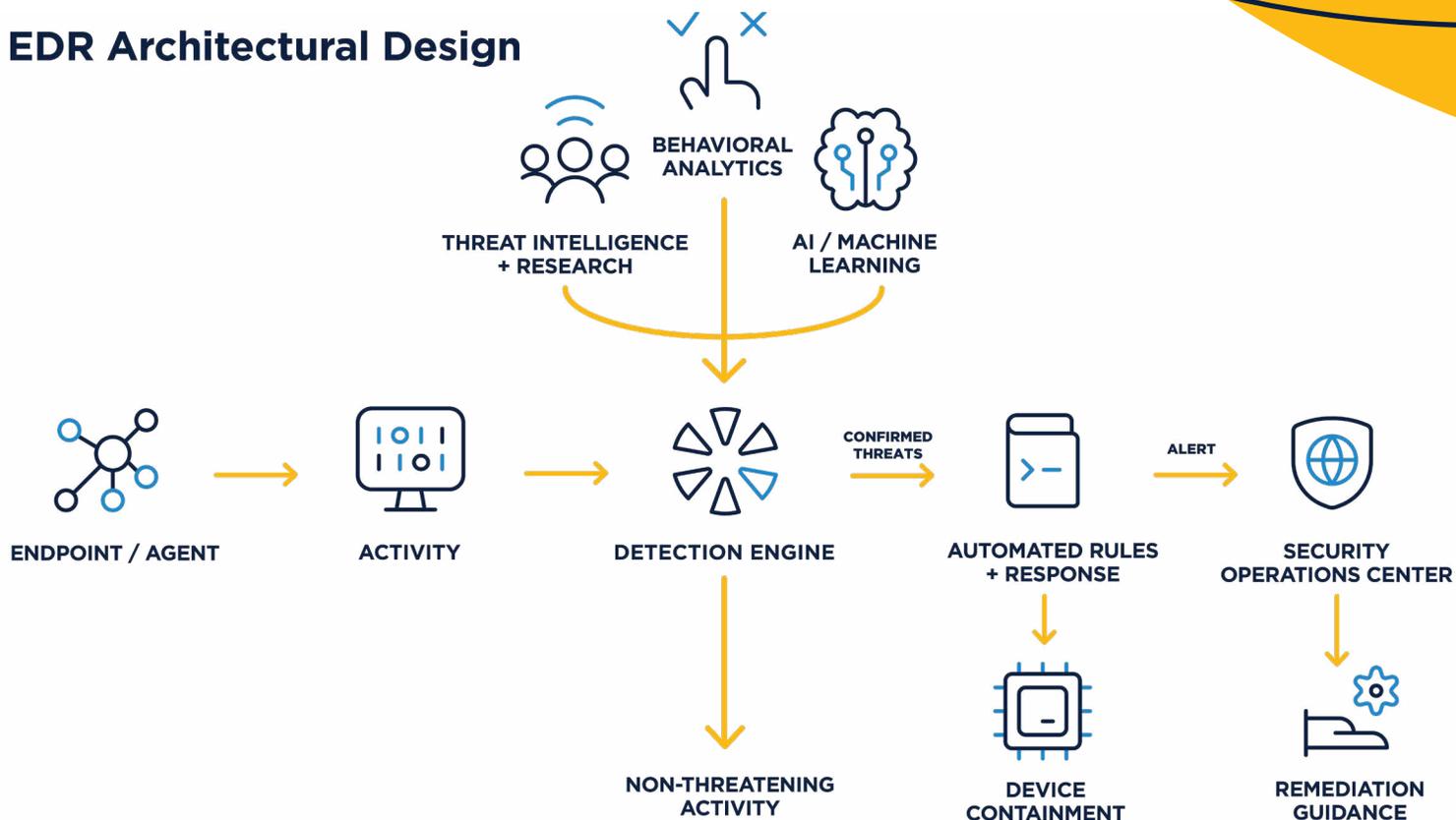
AT-A-GLANCE

- + Monitor and collect activity data from endpoints that could indicate a threat
- + Analyze this data to identify threat patterns
- + Responds automatically to identified threat to remove or contain, and notify security personnel
- + Research identified threats and search for suspicious activities with forensics and analysis tools

KEY FEATURES

- + Real-time continuous monitoring and collection of endpoint data
- + Rules based automated response and analysis capabilities
- + AI behavioral based detection
- + Cloud based deployment model
- + Light weight agents

EDR Architectural Design



SERVICE LEVEL AGREEMENT

Response SLA for technical support is 1 hour from the time a support request is received, during normal Business Hours, Monday-Friday 8:00 am-5:00 pm ET, excluding holidays. A request is considered received when made to the US Signal Technical Operations Center (“TOC”), and a ticket is created. For MDR customers, Response SLA is 1 hour for Customer alert notifications from the receipt of alert within US Signal’s Alert Management System. Service Portal availability guarantee of 99.95%, excluding planned and emergency maintenance. US Signal will use commercially reasonable efforts to notify customers of any scheduled maintenance that may affect the availability of the Services.

SERVICEABILITY

Available on a per endpoint basis, customers have the ability to choose between three different levels of service tier options: Standard EDR, Premium EDR, and Premium MDR. This product is available on an annual term basis with a minimum of a one-year term agreement. It can be bundled with other US Signal services or be purchased independent of other US Signal services.

PRICING

Pricing will be comprised of a monthly fee per endpoint based on the service tier chosen, as well as a non-recurring implementation and setup charge. The customer may add or remove endpoints throughout the billing period but will be billed for the highest number of agents deployed at one time throughout the billing period.

Service Tiers

FEATURES	STANDARD EDR	PREMIUM EDR	PREMIUM MDR
Global Platform Management	✓	✓	✓
Remote Worker Protection	✓	✓	✓
AI Behavioral Based Detection	✓	✓	✓
Machine Learning Based Detection	✓	✓	✓
Malware Rollback	✓	✓	✓
Firewall Control	✓	✓	✓
Device Control for USB, Bluetooth	✓	✓	✓
Device Containment	✓	✓	✓
Complete Endpoint Visibility		✓	✓
Visual Killchain Representation		✓	✓
Secure Remote Shell		✓	✓
Custom Detection Rules		✓	✓
Automated Quarantine			✓
Advanced Technical Support			✓
Alert Response			✓
Agent Lifecycle Management			✓
Remediation Guidance			✓
Quarterly Account Review			✓
24x7x365 US Signal SOC Monitoring			✓

RESPONSIBILITIES

DEPLOYMENT

US Signal will provide virtual guidance during the deployment process to ensure proper deployment is achieved, however the customer is ultimately responsible for the execution of the deployment. US Signal can offer physical assistance for deployment if desired, this will result in an additional cost to the customer.

ALERTS & RESPONSE

For customers with an unmanaged version of this service (EDR), alerts will be sent directly to the customer and response measures will be fully managed by the customer. For customers with the managed version of this service (MDR), alerts will be sent to the US Signal SOC who will handle the response measures and notify the customer accordingly.

TECHNICAL SUPPORT

Full technical support will be provided by US Signal. Any support that requires escalation will be coordinated by US Signal on behalf of the customer.