

# CASE STUDY



## CHALLENGE:

A California-based MSP catering to small and medium-sized businesses faced significant hurdles, laboring to keep pace with evolving cyber threats, scale security expertise across diverse client environments, and differentiate itself in a competitive landscape.



## SOLUTION:

Implementing First Watch MDR Pro proved transformative for the MSP, addressing these challenges through:

- 1. Centralized Threat Detection and Response (TD&R):** Utilizing a Next-Gen SIEM, EDR and threat detection and threat detection tools to monitor client networks and systems continuously.
- 2. Expert Security Analysts:** A dedicated team providing 24/7 Threat detect, monitoring, rapid threat response, and remediation.
- 3. Automated Playbooks:** Standardized response procedures enhancing threat containment and mitigation efficiency.
- 4. Security Reporting and Insights:** Detailed reports and ongoing communication for MSPs and their clients.
- 5. Compliance Assistance:** Support in meeting industry and regulatory compliance requirements.



## RESULTS:

The MSP witnessed substantial positive outcomes:

- 1. Improved Client Satisfaction:** Enhanced security posture, proactive threat detection, and vulnerability scanning contributed to increased client satisfaction and retention.
- 2. Competitive Advantage:** Offering comprehensive MDR Pro services provided a distinct competitive edge, attracting and retaining clients.
- 3. Scalability and Efficiency:** The MSP successfully scaled security expertise, allowing its team to focus on core business activities.
- 4. Increased Revenue:** Integrating MDR Pro to additional revenue streams and improved profitability.



## KEY LEARNINGS:

This case study highlights critical insights:

1. MDR Pro empowers MSPs to deliver robust security solutions, even with limited internal resources.
2. Centralized monitoring and expert analysis ensure comprehensive threat detection and response capabilities.
3. Proactive threat hunting and automated playbooks enhance response efficiency, building client confidence.
4. MDR Pro helps MSPs differentiate themselves, appealing to security-conscious businesses.
5. Partnering with a First Watch MDR Pro provider offers scalability, expertise, and substantial revenue growth potential.



## LOOKING FORWARD:

As we reflect on the success achieved in fortifying cybersecurity measures with the integration of First Watch MDR Pro, we are excited about the promising future that lies ahead for our partnership. Together, we anticipate continued strategic collaboration, leveraging the expertise of the First Watch Technology team to stay at the forefront of emerging threats and evolving security landscapes.

Looking forward, our commitment to innovation remains unwavering, emphasizing strategic scalability, enhanced client satisfaction, and sustained revenue growth. We are confident that our continued collaboration will ensure our clients' ongoing security resilience and position us as leaders in the dynamic and ever-evolving realm of managed services.