

CylanceMDR—Powered by Cylance AI

Expert Delivered. AI Powered.

CHALLENGES

Today's increasingly complex cyberthreat landscape and rising volume of cyberattacks make cybersecurity more challenging — and essential. With the relentless rise in cyberthreats and AI-equipped adversaries, safeguarding your data and applications is not just a necessity, but a critical challenge. The persistence of ransomware attacks and breaches underscores the vigilance required to protect sensitive information. Moreover, businesses of all sizes struggle to recruit and retain experienced security analysts to keep up with the changing cybersecurity environment. This is why a managed detection and response (MDR) service can be invaluable. MDR provides a pre-built security system capable of addressing any threat, giving your company an optimum defense against the escalating volume and sophistication of cyberthreats.

THE SOLUTION

CylanceMDR™ provides 24x7 detection and protection. Our team is comprised of world-champion experts, and our platform is powered by pioneering Cylance® AI technology for threat protection augmented with proprietary and threat intelligence. CylanceMDR includes hands-on onboarding, alert triage, investigation, managed threat hunting, digital forensics, comprehensive incident response (IR), and critical event management. CylanceMDR is supported by advisory and tuning services and is backed by a \$1M guarantee. Whether you need us to be your security team or an extension to it, our team is your team in achieving a resilient and secure organization. CylanceMDR outcomes include:

98%

of incidents
avoidedⁱ

85%

less expensive than
building your own security
operations centerⁱⁱ

293%

return on
investmentⁱⁱⁱ



EXCEPTIONAL EXPERTISE

World-class CylanceMDR analysts are available 24x7 and have an average of 15 years of experience.



COMPREHENSIVE SOLUTION

Secure any infrastructure against attacks in a fraction of the time with single pane of glass visibility.



REVOLUTIONARY TECHNOLOGY

Industry-leading Cylance AI provides superior initial attack prevention and accurate detections.



LESS BURDEN ON IT AND SECURITY STAFF

CylanceMDR experts take the load off of your security team.

PROVEN EXPERTS BECOME TRUSTED MEMBERS OF YOUR TEAM

CylanceMDR SOC analysts boast an average of 15 years of experience, with accolades including [SOC X championships](#) and top rankings at OpenSOC competitions. This expertise underscores our proficiency in defending against APTs.

WHITE-GLOVE ONBOARDING

During the onboarding process our team partners with you to ensure CylanceMDR is optimized for your success. Our security experts fine-tune our solution to seamlessly integrate into your production environment to maximize protection without business disruption. The products are customized around your specific security and business needs.

Our robust and unique white-glove onboarding approach offers a full end-to-end solution from software deployment to threat monitoring. This process includes deploying the CylanceMDR agent and a full configuration to optimize the security solutions to your unique environment. Our holistic approach provides hassle-free product integration to prevent and monitor attacks from evolving threats.

POWERED BY AI

CylanceMDR is powered by Cylance AI, a pioneer in predictive security. Cylance AI helps automate preventative action on endpoints, and detects and halts lateral movement and network beaconing, boosting the efficiency of your SOC team. With Cylance AI, we stop 25% more threats using 8 times fewer resources and decrease total events by 98% to provide highly efficient alerting.

ENHANCED PROTECTION ACROSS THE CYBER KILL CHAIN

The AI-driven protection in CylanceMDR spans endpoint, network, and identity telemetry to accurately disrupt attacks throughout the cyber kill chain. It can enforce access authorization and stop script-based, document, and memory resident payloads from executing. CylanceMDR blocks malicious process behaviors in fileless attacks, detects and disrupts lateral network movement, and blocks command-and-control (C2) beaconing between the infected computer and malware host. It is among the very few MDR providers that have demonstrated this effectiveness in MITRE ATT&CK® evaluations, detecting and blocking emulated nation-state threat level attacks.

FOCUSED THREAT HUNTING INFORMED BY PROPRIETARY INTELLIGENCE

Our 24x7 team of world-class threat hunters actively pursues threats in your infrastructure with help from our global intelligence data network to guide their threat response. Through constant monitoring of networks and endpoints, we search for suspicious activities, anomalies or signs of compromise. Our threat hunters harness the power of our predictive Cylance AI technology to stay ahead of threats and detect and address them in real-time.

INCIDENT RESPONSE AND CERTIFIED DIGITAL FORENSICS

CylanceMDR has a comprehensive IR process to detect, analyze, and contain cybersecurity incidents; eradicate threats; and restore affected systems. We specialize in incident containment; chain of custody; and computer, cloud, and network forensics.

WHY CylanceMDR?



INDUSTRY-LEADING AI

Improve threat detection accuracy, increase the speed of investigations, and significantly improve response capabilities powered by Cylance AI automation.



CLOUD AND HYBRID CLOUD DEPLOYMENT

Quickly and easily scale, adding users or enabling access to new applications to drive performance and efficiency.



FLEXIBLE AND ADAPTIVE

Work directly with CylanceMDR advisors during setup and configuration and beyond. It is available on iOS®, Android™, macOS® and Windows®.



EXPERIENCE TO LEAN ON

CylanceMDR team delivers a range of services from white-glove implementation, IR, threat hunting and digital forensics.



INDUSTRY-LEADING MEAN TIME TO RESPOND

Ensures your alerts are handled before attackers are able to reach their goals.

CONTINUOUS ADVISORY AND TUNING

CylanceMDR offers continuous advisory and fine-tuning services for optimized protection and peace of mind. We provide seamless integration during onboarding, monthly reports for situational awareness, and quarterly sessions led by experts to strengthen your security posture.

CRITICAL EVENT MANAGEMENT

CylanceMDR integrates seamlessly with BlackBerry® AtHoc®, our crisis communications platform for real-time, out of band communication during an emergency. Our security team can reach the right people at the right time — even when an attacker has disabled other forms of communication — to mitigate damage and ensure a swifter return to normal operations.

CylanceMDR PRODUCT PACKAGES			
	On-Demand	Standard	Advanced
Onboarding (Configuration and Fine-tuning)		✓	✓
24x7 Monitoring		✓	✓
24x7 Threat Detection	✓	✓	✓
24x7 Triage and Response	✓	✓	✓
24x7 Threat Hunting		✓	✓
Custom Threat Hunting		✓	✓
Monthly Reports		✓	✓
Advisory Services		✓	✓
Critical Event Management Mobile App		✓	✓
Threat Intelligence Indicators of Compromise (IOCs) Integration		✓	✓
24x7 Phone Support		✓	✓
Advanced Threat Intelligence (Simulation, Validation, Monthly Reports)			✓
Incident Response and Forensic Investigation Services	Optional Add-On	Optional Add-On	✓
Service Level Objectives	✓	✓	✓
\$1M Guarantee			✓

[†]The Total Economic Impact™ Of CylanceMDR from BlackBerry, A Forrester Total Economic Impact™ Study Commissioned by BlackBerry, October 2023
[‡]How to Choose a Managed Detection and Response Solution Buyer's Guide, May 2024
[§]The Total Economic Impact™ Of CylanceMDR from BlackBerry, A Forrester Total Economic Impact™ Study Commissioned by BlackBerry, October 2023
[¶]Tolly Test Report - CylanceENDPOINT by BlackBerry, May 2024



BlackBerry (NYSE: BB; TSX: BB) provides intelligent security software and services to enterprises and governments around the world. The company secures over 235M vehicles. Based in Waterloo, Ontario, the company leverages AI and machine learning to deliver innovative solutions in the areas of cybersecurity, safety, and data privacy solutions, and is a leader in the areas of endpoint security, endpoint management, encryption, and embedded systems. BlackBerry's vision is clear - to secure a connected future you can trust.

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