

SCHEDULE G: SERVICE DEFINITION FOR MANAGED DETECTION AND RESPONSE

1. Service Description for Managed Detection and Response

Exponential-e’s Managed Detection and Response (MDR) Service uses a proprietary software agent and platform to provide the Partner / End User with Managed Detection and Response capability. The Service is delivered through the distribution of software agents on to endpoint devices (Laptops, Desktops and Servers) to minimise the risk of ransomware and malware compromise. The number of licences for the software agent will be set out on the Order Form. The CSOC team monitors events and activity on a 24/7 basis via a centralised platform. The software agent and platform interact to provide protection for the endpoint at the kernel level, reporting anomalies, malicious activity and endpoint telemetry to the platform. Partner access to the platform is provided to view the status of their endpoints. The platform is regularly updated; however, it provides continuous monitoring of the endpoints without the need for regular agent updates.

The Managed Detection and Response Service is only provided as a managed service, where:

- The Partner will be provided with multi-factor authentication-based access to the reporting portal for the number of users specified on the Order Form.
- Once the service has been set up, the Partner will be able to access the platform to observe the activity being produced by the endpoint protection product.
- Deployment responsibilities will depend on the type of implementation agreed on the Order Form. With self-implementation the Partner / End User will be responsible for the deployment of the endpoint agents, and Exponential-e will provide advice and assistance where necessary. With managed implementation Exponential-e will be responsible for the deployment of the endpoint agents into the Partner environment, and the Partner / End User or their 3rd party service providers may be required to assist with the deployment of the software agents.
- The responsibilities of Exponential-e and the Partner for the managed service are set out in the table below.

Responsibilities

The Parties’ respective responsibilities are:

Exponential-e Responsibilities	Partner Responsibilities
Discuss, document and feedback Exponential-e’s understanding of the configuration details, aligned to the Partner / End User business and technical requirements.	To engage in discussions with Exponential-e and the End User as required to agree the policies and identify any specific exclusions for the service.
Deploy the central cloud management instance for the Partner / End User.	
Configure policies and settings based on best practices and discussions/understanding with the Partner.	
Assist with the deployment of endpoint agents into the Partner / End User environment	Provide a list of the target endpoints and support relevant directory integration. Provide support, access, accounts and/or permissions for the role out of the agent to endpoints.
Test and confirm agents are reporting to the management platform.	Assist with troubleshooting any issues with agents not connecting/reporting.
Set up and manage configuration settings including any recommended rules/policies.	
Install and configure agent software on migrated and new endpoints.	Communicate new/updated/expired endpoints requiring agent installation.

Exponential-e Responsibilities	Partner Responsibilities
Monitor and notify the Partner of any detected ransomware/virus.	Notify Exponential-e of any reported virus/ransomware infections as soon as they are detected on any endpoint
Exponential-e shall have no responsibility for any Malicious Code (including ransomware) infection.	
Provide advice and initial assistance to the Partner in relation to recovery following exploit of an endpoint	
Monitor and manage performance of the application and status (updates, downloads etc.).	Wherever reasonably possible approve requests from Exponential-e to review, renew or advice on endpoint devices not reporting or functioning correctly.

2. Target Service Commencement Date*

Managed Detection and Response base configuration**

5-10 Working Days

** from Order Acceptance.*

*** this excludes the role out of endpoint agents which is dependent on the number of endpoints, access to the endpoints and method of distribution available.*

3. Service Level Agreement

This Service is not subject to a Service Level Agreement; however, Exponential-e will use reasonable endeavours to alert the Partner of any detected events/issues within sixty (60) minutes of becoming aware of them.