

# The MDR Buyer's Checklist for Small Businesses

Choosing the right solution may seem daunting, but with this checklist, it can be straightforward. Below is a list of questions to ask an MDR provider, that can allow your organization to understand what EDR solution and MDR service will work best for you:

	QUESTION	WHAT TO LOOK FOR
	What is your onboarding process?	Choose a provider that has a relatively simple onboarding process and will guide you through each step on a timeline that works for you.
	What experience does your staff have?	The provider you choose should have the expertise to understand the specifics of your business and industry, and the diverse backgrounds to respond to potential threats. Some common analyst backgrounds include digital forensics, incident response, information security or law enforcement.
	What are the terms of the contract?	Your provider should be able to give you the specifics on how the contract is structured, including costs, duration, and termination clauses. Ask if it is aware of any potential benefits or discounts from cyber insurance providers.
	What services are provided in your MDR package and does it include 24/7/365 coverage?	Attacks can happen at any time, so you want someone watching and responding to potential issues 24/7/365. Make sure your MDR provider has around-the-clock coverage so that you can focus on running your business and living your life.

QUESTION	WHAT TO LOOK FOR
<p>What insight into up-to-date, real-world cyber claims do you have?</p>	<p>Some MDR providers have access to practical claims and data from actual incidents. This insight into real risks allows them to offer more informed advice and deliver solutions that enhance overall security more effectively.</p>
<p>What type of response actions do you take when you detect an issue?</p>	<p>When an incident occurs, it's important to have an MDR provider that will take action to remediate the issues with an immediate response. Some MDR providers limit their role to simply alerting you of issues, rather than actually handling them. The best providers will align with you on when their analysts will respond and when they will escalate to you.</p>
<p>What type of support will you provide in helping me build a strong security program?</p>	<p>Your MDR provider should help you set up your entire security program to get the full benefits of the MDR service. This not only means ensuring your EDR is properly configured and fully deployed in your environment, but also supporting you in constructing your overall security program by identifying gaps that could leave you vulnerable.</p>

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# MDR: A Powerhouse Security Asset For Your Small Business

Investing in the right MDR solution can drastically reduce your vulnerabilities and strengthen your cybersecurity posture to meet the needs of your business. While it does require time and resources, the potential return makes it an investment worth the effort. As the cyber landscape continues to evolve, this guide can be used to help you safeguard your business.

[At-Bay's Stance™ MDR](#) brings top-tier security within reach for small and mid-size businesses, proactively managing risks through threat prevention, detection, and response, leveraging both advanced software and a team of cybersecurity experts. Stance MDR can optimize protection and lower costs, making it a valuable offering for businesses looking to enhance their cybersecurity against ever-changing threats. It's a key part of [InsurSec](#), which combines At-Bay's insurance expertise, world-class cybersecurity team, and a market-leading security software solution. With Stance MDR, At-Bay<sup>1</sup> can deliver enterprise-level security technology and expertise at a price growing businesses can afford.

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<sup>1</sup> At-Bay Security, LLC is a wholly owned subsidiary of At-Bay, Inc., providing cybersecurity services including MDR and incident response. At-Bay Security, LLC does not provide insurance services.