MSP Response

WHY – Your clients' security is your top priority, but managing cybersecurity for a range of clients is time-consuming and full of complexity.

SOLUTION – MSP Response provides unified threat management and incident response capabilities in a cross-tenant dashboard, enabling MSPs to build a robust managed security services offering with Vade for M365.

Of the top issues that keep MSPs awake at night, cybersecurity ranks first. But cybersecurity is more than a menace that keeps MSPs up at night: it's a business opportunity. Thirty-one percent of MSPs currently offer managed security services, and 25 percent plan to offer security services in the next 12 months. Together, these findings show that MSPs are in the market for cybersecurity solutions that both protect their clients and enable them to provide managed security services.
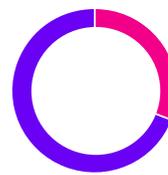
31% of MSPs offer managed security services
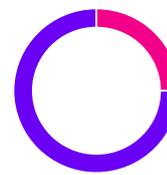
25% of MSPs plan to offer managed security services

Many cybersecurity solutions, however, are standalone. This requires MSPs to purchase additional solutions to create new offerings and hire IT staff that can develop and maintain expertise in multiple solutions. With the average MSP boasting only one to five employees, this simply is not feasible.

Email security is the third the most popular cybersecurity offering among MSPs, but email is also the top vector for cyberattacks. If a cybersecurity threat emerges as a result of a malicious email, MSPs need to investigate and respond across their client base. They need a solution that allows them to do both from a single location.

KEY FEATURES

- **Deliver Managed Services from a Single Dashboard**
  Manage all your Vade for M365 tenants and provide incident response services from a unified dashboard in the Vade Partner Portal.

- **Identify Threats Across Tenants**
  Cross-tenant email logs provide an aggregate view of all your clients' email logs in a single location, allowing you to search for and identify threats across Vade for M365 tenants.

- **Remediate Emails Across Your Client Base**
  Malicious emails that have been delivered to more than one client can be remediated with a single click across your client base, a cross-tenant approach to incident response.

BENEFITS

- Build a scalable managed security service with a single solution.

- Reduce time to respond to innovative, emerging threats.

- Get a holistic view of cybersecurity across your client base in a single location.

- Free up valuable IT resources with a low-touch solution.

- No additional tools or add-ons to install.

- Fully integrated in the Partner Portal, without additional fees.*

  *Partner Access must be activated.

¹ Datto. Datto's 2020 State of the MSP Report

MSP Response centralizes your Vade for M365 tenants in a unified dashboard in the Vade Partner Portal, your home for client onboarding and management. A global managed security solution for your Vade clients, MSP Response features a simplified interface that includes critical email log data and one-click remediation capabilities.
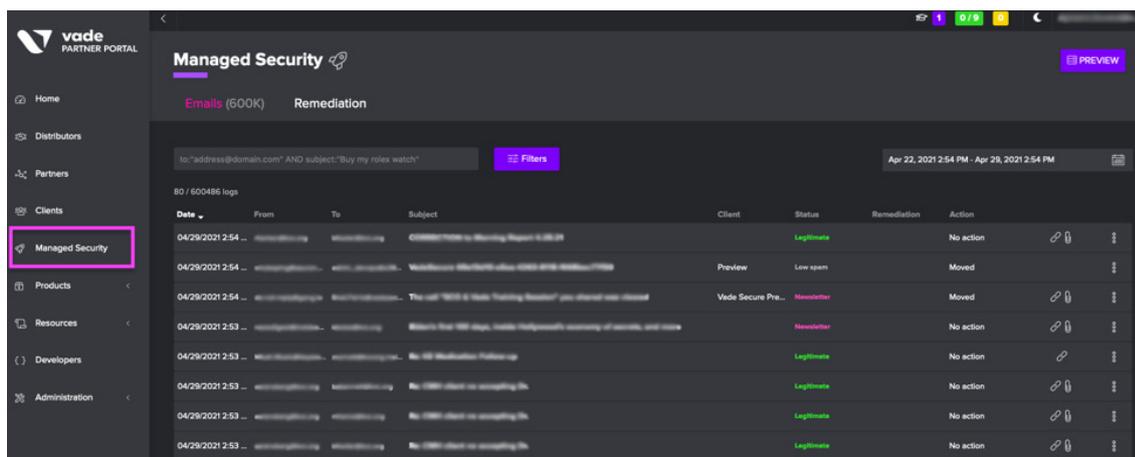
Cross-Tenant Email Logs

Your clients' email logs reveal a wealth of information about the threats transiting through their networks. MSP Response brings all your Vade for M365 email logs into the Partner Portal, providing an aggregate view of client email logs. With the cross-tenant search, you can drill down into your clients' email logs to identify threats across client tenants.

You can also filter results by sender, recipient, subject line, threat status, action, and remediation. Filtering enables you to narrow your search to specific criteria to quickly identify emerging and known cybersecurity threats.
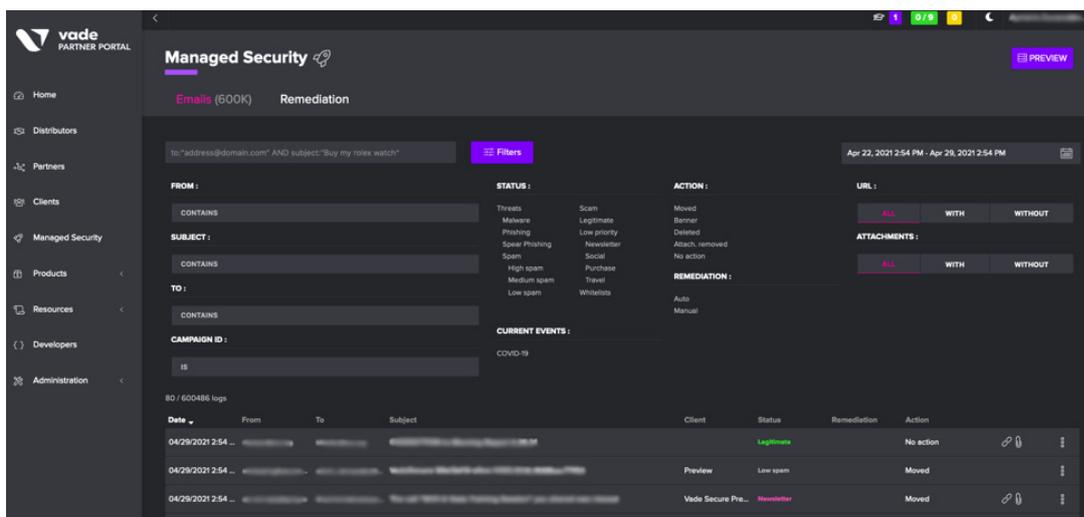
One-click Remediation

One-click remediation in MSP Response enables MSPs to instantly remove malicious emails across tenants. For example, if you identify a threat in one of your clients' email logs, you can use the cross-tenant search to determine if the email was delivered to your other clients. You can then remediate all instances of that email across your client base with a single click.

About Vade
- 1 billion mailboxes protected
- 100 billion emails analyzed / day
- 1,400+ partners
- 95% renewal rate
- 15 active international patents

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