Benefits

Complete Install and Configuration

- Installation and configuration is facilitated by our experts
- Internal resources are freed up to focus on other business priorities

Internal Resource Training

- Your staff is trained to maintain ThreatZERO status and respond to threats using best practices
- CylancePROTECT is optimized to run in your environment

Identification and Remediation of PUPs and Malware

- Malware is quarantined
- Recommendations for managing potentially unwanted programs (PUPs) are provided
- Alerts are classified

The Best Return on Your Investment

- CylancePROTECT is optimized for you, increasing its efficacy in your environment
- ROI is increased and obtained faster by relying on Cylance experts to operationalize CylancePROTECT
- ThreatZERO status is achieved quicker than with any other solution

When enterprises initially deploy CylancePROTECT, it is common to find active threats or evidence of previously unknown compromises. This quickly leads to the realization that legacy antivirus solutions have left them vulnerable to numerous malware attacks, and that an overwhelming amount of work will be required to eliminate these threats.

This is where ThreatZERO Services can help. Cylance® Consulting experts help organizations overcome challenges like partial installations, improper configurations, internal resource constraints, lack of training, and the inability to maintain security optimization. ThreatZERO Services **expedite the implementation of CylancePROTECT**, **mitigate any risks that are identified, and facilitate immediate ROI**, **bringing clients to a state of PREVENTION.**

Service Overview

Facilitated through a dedicated Engagement Manager, ThreatZERO Services provide a collaborative environment to assist clients in optimizing the installation, reviewing best practices, delivering training, supplementing internal resources, and receiving expert guidance in mitigating any risks that are identified. The phases of a ThreatZERO Services engagement include:

CYLANCE ThreatZERO

Kickoff
- Overview of deployment schedule
- Discussion of installation options
- Console training and setup
- Review of best practices

Phase 1
- Consultants quarantine malware as alerts are generated
- Status meetings
- Completion of agent installation

Phase 2
- Consultants and the threat analysis team continue monitoring the console
- Status meetings
- Completion of agent scanning

Phase 3
- Continue monitoring the console
- All malware is quarantined
- All alerts are classified
- PUPs are reviewed
- Devices are moved to an auto-quarantine and memory alert policy
- Memory alerts are completed

Phase 4
- Continue monitoring the console
- Memory alerts are reviewed
- Devices are moved to a memory block/terminate policy

At the conclusion of the engagement, clients are brought to a state of zero active threats and can move into a state of PREVENTION.

About Cylance

Cylance is the first company to apply artificial intelligence, algorithmic science and machine learning to cybersecurity and improve the way companies, governments and end-users proactively solve the world's most difficult security problems. Using a breakthrough predictive analysis process, Cylance quickly and accurately identifies what is safe and what is a threat, not just what is in a blacklist or whitelist.

By coupling sophisticated machine learning and artificial intelligence with a unique understanding of an attacker's mentality, Cylance provides the technology and services to be truly predictive and preventive against advanced threats.

What You Get With ThreatZERO Services

	Good	Better	Best
	CylancePROTECT + ThreatZERO	CylancePROTECT + ThreatZERO + Compromise Assessment	CylancePROTECT + ThreatZERO + Compromise Assessment + Prevention Assurance
Legacy AV Rip and Replace	✓	✓	✓
Deployment and Best Practices Configuration	✓	✓	✓
PUPZERO	✓	✓	✓
Memory Protection	✓	✓	✓
Script and Application Control	✓	✓	✓
Best Practices Training	✓	✓	✓
Remediation Based on Health Check Results	✓	✓	✓
Compromise Prevention Assessment	✖	✓	✓
Ongoing Care and Remediation of Issues	✖	✖	✓

ThreatZERO Add-Ons

Compromise Prevention Assessment
Determine if attackers are active in your environment or have evaded your security measures.

ThreatZERO SIEM
Provides three levels of SIEM integration to help with data source setup, in-depth integration, and custom development of correlation.

ThreatZERO Resident Expert
This low-cost solution is your dedicated, on-site administrator to support your unique security requirements and help shut down critical incidents in less time.

ThreatZERO Prevention Assurance
An ongoing care strategy that assesses and remediates issues, and ensures maximum security and continued return on investment.

ThreatZERO Training Services
Learn to maintain ThreatZERO status and respond to threats in your environment utilizing best practices.

CYLANCE™