



The MDR division of Open Systems

## Ontinue Launch External FAQ

### Table of Contents

<b>GENERAL FAQs</b> .....	<b>1</b>
<b>Product Questions</b> .....	<b>3</b>

### GENERAL FAQs

This set of FAQs is intended for public consumption.

#### What is being announced on February 14, 2023?

On February 14, Open Systems will make three announcements:

1. The launch of the Ontinue brand
2. The first version of Ontinue ION
3. The first version of the Ontinue Managed Vulnerability Mitigation (MVM) add-on service

The press release will cross the wire at 5:30 am PT.

You can find more information on [www.Ontinue.com](http://www.Ontinue.com)

## Who is Ontinue?

Ontinue is the newly created MDR division of Open Systems.



**Tagline:** Nonstop SecOps

**Our Belief:** We believe a fully secure environment is a more innovative environment

**Our Mission:** We're on a mission to be the most trusted 24/7 security partner for mid-sized companies, empowering them to operate more strategically with less risk.

**Our Unique Position:** Ontinue is the MXDR provider of choice for Microsoft security customers. Our intelligent, cloud-delivered SecOps platform leverages AI-driven automation and human expertise to continuously understand and proactively protect your environment, while continuously advancing your security posture for digital transformation.

## What does Nonstop SecOps mean?

The Ontinue rebrand introduces a new brand mission statement: **NonStop SecOps**, that better aligns with its overall focus. This statement and identity references our capacity and commitment to delivering our MXDR service 24/7...around the world – **NONSTOP**.

The statement also references our commitment to going beyond detection and response, by extending our customer value into assessment and prevention support – **NONSTOP**. Finally, it addresses our determination to protect customers, and our commitment to execute a world class SecOps program – **NONSTOP**.

The new brand name, Ontinue, is a derivative of "Continue," and reinforces the idea of our service which is Continuous, Always-On, and...**NONSTOP!**

We represent continuous protection, always-on prevention services, 24/7. We're nonstop SecOps.

## Who is Open Systems?

Open Systems Group has two distinct business units:

- Ontinue, the MDR division
- Open Systems, the SASE division

Open Systems empowers **mid-maturity organizations** to realize their **digital transformation** goals confidently and productively. We do this by **connecting and protecting** them 24/7, **improving their cybersecurity program maturity**, and **enabling business outcomes**, with the **very tools they've invested in** to drive those outcomes.

By giving our SASE and MDR businesses their own identities, we are able to serve our customers more effectively in two key ways:

1. **Innovation Velocity:** Dedicated product, engineering, and support teams will greatly accelerate our ability to deliver innovative new capabilities in both product lines
2. **Improved Service Delivery:** Dedicated SOC (MDR) and NOC (SASE) teams, as well as dedicated customer success resources enable us to more specifically cater to the needs of customer SecOps and NetSec teams, respectively

## **Product Questions**

This set of FAQs is intended for use with customers.

### What is Ontinue ION?

Ontinue ION is the name of our new MXDR service. ION is the amalgamation of our legacy MDR+ service and the capabilities of the newly acquired Tiberium services.

### What are the benefits of Ontinue ION?

Ontinue ION is the MXDR service of choice for Microsoft security customers that want to accelerate MTTR, proactively reduce risk, and reduce costs. ION combines a cloud-native platform, AI-driven automation, and designated security and Microsoft expertise to get faster at detection and response, prevent threats, and optimize Microsoft security tools.

### What is the value to customers?

- **Faster Detection and Response:** We've seen up to 70% of high-severity threats (often the most time-consuming ones to resolve) automatically resolved over the last 6 months
- **More Proactive Prevention:** Up to 53% improvement in an organization's security score in a single day
- **More Efficient:** Through improved collaboration and AI-driven automation, we save up to 2 days of security analyst's time per week

## **What features can I expect to see with Ontinue ION?**

Ontinue ION is more than MXDR, it's nonstop SecOps. Operationalizing security requires new, innovative capabilities that go beyond conventional MXDR features, including:

- Collaboration: We make collaboration easy in Microsoft Teams. Get the information you need 24 hours a day, 7 days a week.
- Automation: Our solution has AI-driven automation that offers faster detection and response. We continuously measure every aspect of your day-to-day operations to identify new opportunities for automation and optimization.
- Localization: We have a deep understanding of your unique environment, and we tailor protection to what you need. Our system is constantly learning, not just about threats but about the optimal way to defend against threats to continuously improve your security program.
- 100% Invested in Microsoft: We are hyper-focused on Microsoft. Not only that, but we are Microsoft security customers' preferred MXDR provider. Why? We build capabilities that complement the Microsoft security stack. We help you maximize your Microsoft investment

## **What is Managed Vulnerability Mitigation (MVM)?**

- Managed Vulnerability Mitigation (MVM) is an add-on service to its MXDR service. MVM enables customers to effectively reduce risk by surfacing the small percentage of IT vulnerabilities that pose the greatest risk.
- Using the continuous vulnerability assessment capability of Microsoft Defender for Endpoint (MDE), the MVM service augments MDE data with the latest threat intelligence and a deep understanding of each customer's environment to deliver a prioritized, actionable subset of vulnerabilities to focus on

## **Where can I find more details on Ontinue ION?**

You can find more information by visiting [www.ontinue.com](http://www.ontinue.com). Additionally, please check out the following solutions briefs:

- [Ontinue ION MXDR](#)
- [Managed Vulnerability Mitigation \(MVM\)](#)
- [Ontinue ION Security Add-On Service](#)