

Progent™

SentinelOne Partner

SentinelOne Protection Suite Packages from Progent



Progent offers sales and support for products from SentinelOne's protection suite:
SentinelOne *Control*, SentinelOne *Complete*, and SentinelOne *Complete with Vigilance MDR*.

SentinelOne Control Package

SentinelOne *Control* is the base software and is 100% maintained by you, the client. For some examples: Endpoint agents need to be updated in the SentinelOne portal, allow rules need to be set, exclusions need to be made, blacklists should be created, threats must be responded to, and many other day-to-day activities that someone in your organization needs to manage and maintain. SentinelOne is just like any other security product in that it has frequent updates to keep its defenses current. Progent can assist with or directly handle these items but there is additional time and materials billing for all services performed.

With the *Control Package* you manage your own portal and while Progent and SentinelOne personnel are monitoring and or receiving alerts of serious threats in your environment, we have no authorization to do any work in your environment and will only do best efforts to alert you in case of a serious threat.

SentinelOne Complete Package

SentinelOne *Complete* is the midline offering of the SentinelOne product suite. *Complete* takes all the abilities of the *Control Package* and adds many more high-level security features and capabilities to the package. These include but are not limited to:

- Additional Detection and Response capabilities
- Lateral Movement Tracking
- Threat Hunting
- Deep Visibility
- Additional tools and features for Advanced Management and Automation

Many more security features are required for certain clients and cases. For example, most insurance ransomware cases now require the *Complete Package with MDR (Managed Detection and Response)*.

Progent will provide a monthly report of the activity and threats in your environment and your sales representative for SentinelOne will work with you to discuss any items in the report and plan accordingly.

Progent co-manages your portal and sees all the same threats and alerts you do. Progent advises all our *Complete Package* clients to meet with their SentinelOne sales reps and design response strategies and escalation notification orders for your internal organization. The *Complete Package* does not include a response SLA in our co-management of your dashboard and we will use our best efforts to respond to any serious threats. All work in your environment is additional time and materials billing.

Progent encourages clients to review with their SentinelOne sale representative and draft engagement agreements for Progent to be pre-authorized to respond to serious threats in their environment and create an estimated hours of response time to use in case we are unable to get hold of client personnel during an active attack. Progent is not authorized to do any work ahead of time without such an agreement in place.

SentinelOne MDR

SentinelOne *MDR* is the flagship product line of the SentinelOne suite. *MDR* combines all the features of the prior packages and adds direct real time SentinelOne personnel monitoring your environment and responding to every threat. There is an additional fee of \$7.00 per endpoint and all security responses and threat mitigation is now handled directly by SentinelOne. *Complete with MDR* includes 24x7 SLA for proactive response to any flagged incident including remediation of identified high priority threats.

SentinelOne Health Check and Tune Up

Progent offers a quarterly maintenance and tune up of your SentinelOne environment regardless of which product line you select as there are many things that should be done that are not included in other packages.

Some examples of items done during the quarterly tune up by Progent's SentinelOne technical experts include:

- Rogue Review
- Ranger Discussion
- Agent Updates As Needed
- SentinelOne Policy & Posture Review
- Exclusions Risk & Review

Contact Progent About SentinelOne Protection Suite Packages

For more information, call **800-993-9400** or send email to **information@progent.com**