# F12 **Managed Detection & Response** (MDR)

F12's MDR service delivers continuous 24/7 monitoring, detection, and incident response to ensure your organisation stays protected against emerging threats.

## F12's Security Operations Team (SOT)

F12's dedicated team of certified security professions deliver expert advisory services, monitor for threats, and execute custom response playbooks tailored to your organisation's unique needs.

## Security Operations Centre (SOC)

The SOC provides continuous, real-time threat monitoring and response. Specialised threat hunters use advanced detection tools to identify, analyse, and mitigate cyber threats before they escalate, notifying F12's SOT to act.

## How and When to Contact F12

Use non-urgent channels to notify F12 before you travel internationally or for general questions about cyber security. If you suspect a breach or are locked out of your system, immediately contact F12 by phone.

| F12 CONNECT | EMAIL | PHONE |
|---|---|---|
| Non-Urgent Requests | Non-Urgent Requests | Urgent Requests |
| **Press F12** | **service@f12.net** | **1.866.312.8782** |

## What You Need to Know About Your F12 MDR Service

F12 MDR collects and analyses information from computer devices, agents, firewalls, and cloud services to uncover suspicious behaviour or processes. It hunts for suspicious patterns of behaviour, not the contents of files, so your data stays private.

We monitor and correlate activities such as:

- Encryption events
- Applications & processes
- Login attempts
- Impossible travel
- International connections
- File shares
- Permission changes
- New devices
- Email rules

MDR reacts promptly to a potential security breach, locking out accounts or isolating computers. F12's Security Operations Team will reach out to work directly with you to mitigate and restore your services.

**DETECTION**
SOC identifies suspicious events

**INTIAL RESPONSE**
SOC disables affected service and alerts SOT

**INVESTIGATION**
SOT analyses incident

**COMMUNICATION**
SOT contacts affected user by phone

**ACTION**
SOT mitigates concern and restores service

**VALIDATION**
Tier-3 reviews incident and resolution

F12.net