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DATASHEET

CYOPS

Security Experts. Rapid Response. Real Results.

Cynet CyOps is the always-on human intelligence team behind the Cynet platform. Operating as an extension of the organization, CyOps continuously monitors, investigates, and responds to threats across the environment. The result is enterprise-grade protection without enterprise complexity.

Market Challenges

Attackers are faster, stealthier, and more automated than ever. Faced with staff and resourcing shortages, most security teams can't keep up 9-5, let alone 24x7.

- Accelerating Threat Complexity
- Increasing Off-hour Attacks
- Security Talent Shortages
- Rising Risks & Compliance Pressures

How CyOps Helps

CyOps pairs Cynet's unified, AI-powered platform with elite threat hunters and security analysts who have decades of cyber defense and intelligence experience. Together, they deliver rapid detection, investigation, and containment across the entire environment, around-the-clock.

24x7 Protection

Always-on monitoring, investigation, and response backed by global security expert coverage.

Proven Expertise

Hundreds of years of combined cyber intelligence experience from top defense and security organizations.

Faster Containment

Sub-second detection to containment with CyAI automation and ProActive CyOps action.

What CyOps Delivers

Managed Detection and Response (MDR)

- Continuous alert triage, threat validation, and investigation
- Proactive threat hunting across all Cynet protected environments
- 24x7 Tier-3 analyst availability for incident escalation
- File inspection verdicts delivered within 8 hours
- Actionable remediation guidance with clear next steps

Incident Response (IR)

- Immediate engagement with dedicated IR project manager
- Executive and technical reports, including IoCs and containment recommendations
- Rapid deployment and investigation using Cynet's proprietary IR technology
- Incident Response that's included with NO retainer fees

Service Level Commitments

CyOps operates 24x7, maintaining constant vigilance and direct communication for critical risks or when auto-remediation is disabled.

CATEGORY	High-Severity Incident	Critical-Severity Incident
Proactive Communication	Email confirmation when auto-remediation is disabled	Email confirmation and phone call
Continuous Coverage	Staffed around-the-clock by Tier-3 security analysts who monitor and respond to high and critical severity alerts	
Initial Detection to Response	Within 2 hours	Within 1 hour
File Inspection	Within 8 hours of submission	
Analyst Escalation	Tier 3 analyst engagement	Tier 3 analyst engagement

Service Tiers

Collaborative CyOps

CyOps monitors, analyzes, and triages alerts, notifying you of validated threats and providing a remediation plan. You approve and execute the actions, maintaining full control.

ProActive CyOps

CyOps takes pre-approved remediation actions immediately, isolating hosts, disabling compromised users, and containing threats within seconds to reduce spread and downtime.

Opt-in to authorize containment actions including: Host Isolation, AD User Disable, and O365 Account Disable

Platinum Care

A dedicated CyOps analyst who knows your environment, policies, and recent incidents. Includes scheduled posture reviews, IR coordination, monthly reports, and direct communication channels for continuous alignment.

Why CyOps is Different

Traditional MDR	Cynet CyOps
Alerts are monitored, response is delayed	**Alerts are monitored, analyzed, and remediated 24x7**
Multiple vendors for MDR, IR, and threat intelligence	**One integrated team built into Cynet's unified platform**
Manual coordination slows containment	**Pre-approved ProActive actions execute instantly**
Tier 3 analyst engagement	**Tier 3 analyst engagement**
Incident Response retainer fees	**Incident Response that's included with NO retainer fees.**

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Security is in Our DNA

Our CyOps security analysts and threat hunters bring unmatched expertise shaped by years of experience in elite cyber defense, intelligence, and security organizations worldwide. Their precision, discipline, and deep understanding of adversary tactics power every Cynet investigation and response.

BY THE NUMBERS

24x7	95%	90%	<1sec	100%
Security Operations	customer satisfaction rate	of threats remediated automatically	from detection to containment	protection, prevention, and detection with ZERO false positives in MITRE ATT&CK evaluations

> "The best part of Cynet is the first-class team behind it. It's reassuring to know that if something serious happens, a real person will call."

David Mantock
SPIE

Get Started

Extend your security team today.

Deliver 24x7 coverage, faster response, and measurable results for every client.

Learn More
www.cynet.com/cyops

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About Cynet

Cynet's unified, AI-powered platform combines a full suite of security capabilities on a single, simple solution, backed by 24x7 expert support. Cynet is purpose-built to enhance protection for small-to-medium enterprises and to maximize margins for MSPs.

Learn more at www.cynet.com

DUXBURY CYBERSECURITY