

littlefish GROUP

MICROSOFT DEFENDER

Endpoint Protection Services

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Service Overview

Microsoft Defender is a comprehensive security suite that is designed to prevent, detect, and respond to attacks across devices, identities, applications, email, data, workloads, and clouds. Leveraging advanced threat detection technologies and centralised management, it provides organisations with robust defence mechanisms to protect their valuable data and systems.

At Littlefish we provide the expertise and support necessary to unlock the full value of the Microsoft Defender family of products. Our consultation, design, configuration and deployment services ensure the robust delivery of Defender services into your organisation, whilst the in-life support and managed service options ensure the deployed Defender services continue to deliver the security posture your organisation demands.

Products included within this service include:

- Microsoft Defender XDR (formerly Microsoft 365 Defender)
- Microsoft Defender for Cloud
- Microsoft Defender for Business
- Microsoft Sentinel SIEM services

Key Features and Activities

- **Real-time Threat Detection:** Microsoft Defender employs advanced machine learning algorithms and behavioural analysis to detect and block known and unknown threats in real-time, including malware, ransomware and zero-day exploits.

- **Integrated Firewall:** The solution includes a built-in firewall that monitors and controls inbound and outbound network traffic, ensuring that only authorised connections are allowed while blocking malicious attempts to access the network.

- **Endpoint Detection and Response (EDR):** Microsoft Defender offers EDR capabilities, enabling our security teams to quickly investigate and respond to security incidents by providing detailed visibility into endpoint activities, file changes and network connections.

- **Automatic Remediation:** With automated threat remediation, Microsoft Defender can isolate infected endpoints, remove malicious files and restore affected systems to a secure state automatically, minimizing the impact of security incidents on business operations.
- **Centralised Management Console:** The solution provides a centralised management console that allows our security administrators to configure security policies, monitor endpoint status and generate comprehensive reports from a single dashboard.

- **Threat Intelligence Integration:** Microsoft Defender integrates with Microsoft's extensive threat intelligence network, leveraging real-time threat data and insights to enhance threat detection capabilities and provide proactive protection against emerging threats.

- **Continuous Updates and Maintenance:** Microsoft regularly updates and maintains the Defender platform, ensuring that it remains effective against evolving threats and vulnerabilities. These updates are monitored and reviewed by Littlefish security administrators and seamlessly delivered to endpoints, minimizing disruption to users and IT operations.

On-going Support

Our service does not end at the point of enablement, at Littlefish we also provide on-going support and assistance to ensure your business continues to see the value that Microsoft Defender for Endpoint has to offer. This can include on-going end user guidance, support, education and threat management, through to enabling future features and capabilities as they become available. Support is provided across several convenient channels including on-line knowledgebases, phone, live chat and email. The scope of our support service is dependent upon the licensing that the customer has for Defender for Endpoint.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide structured reviews with the customer on a regular basis.

Service Review

Typically, Service Reviews are conducted monthly to evaluate the ongoing effectiveness of Littlefish's services. The Service Review Board convenes either in person or via voice conference, comprising the customer's IT stakeholder (or equivalent role) and the designated Littlefish Service Account Manager (SAM). Additionally, a Littlefish technical resource may participate as needed.

Agenda items for the Service Review encompass:

- Performance Evaluation against SLA.
- Examination of the Consolidated Infrastructure Health Report (if selected).
- Analysis of Trend Analysis Report.
- Dispute Resolution and addressing any areas of concern.
- Review of the Continual Improvement Program.

The Littlefish SAM documents the main topics discussed during the Service Review and any ensuing actions.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance.
- Customer Business Strategy.
- Suitability of the service agreement.
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes, and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Customer Benefits

- **Comprehensive Protection:** Endpoint Protection with Microsoft Defender offers comprehensive protection against a wide range of cyber threats, reducing the risk of data breaches, financial losses and reputational damage for organizations.
- **Improved Threat Visibility:** By providing detailed visibility into endpoint activities and security incidents, Microsoft Defender enables organizations to better understand their security posture and respond proactively to emerging threats.
- **Simplified Security Management:** With its centralised management console and automated remediation capabilities, Microsoft Defender simplifies security management tasks, allowing organisations to efficiently enforce security policies and mitigate security risks across their endpoints.
- **Cost Efficiency:** By consolidating multiple security functionalities into a single platform, Microsoft Defender helps organizations reduce their total cost of ownership while maximizing the effectiveness of their security investments.
- **Scalability and Flexibility:** Endpoint Protection with Microsoft Defender is highly scalable and adaptable to the changing needs of organizations, making it suitable for businesses of all sizes and industries.
- **Integration with Microsoft Ecosystem:** For organizations already utilizing Microsoft's ecosystem of products and services, Microsoft Defender seamlessly integrates with existing infrastructure, enabling enhanced security capabilities without the need for additional third-party solutions. Littlefish can integrate Defender with Microsoft Sentinel for integration as part of a full SIEM solution.
- **Regulatory Compliance:** By providing robust security controls and compliance features, Microsoft Defender helps organizations meet regulatory requirements and industry standards, ensuring data protection and regulatory compliance.

Endpoint Protection with Microsoft Defender is a trusted solution that empowers organisations to proactively defend against cyber threats, safeguard their endpoint and maintain a strong security posture in today's dynamic threat landscape.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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Azure

Specialist
AI Platform on Microsoft Azure
Low Code Application Development
Intelligent Automation

Microsoft Solutions Partner
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CREST SECURITY OPERATIONS

CYBER ESSENTIALS CERTIFIED PLUS

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ISO 9001 ISOQAR REGISTERED
ISO 14001 ISOQAR REGISTERED