10 Reasons to Choose ThreatDown MDR for Your MSP

Introduction

As an MSP, delivering 24×7 protection is now a requirement, not a choice. The question is how to fulfill it.

Building an in-house SOC is expensive and hard to scale—staffing, training, and maintaining 24×7 coverage drain resources fast. That's why most MSPs now partner with a vendor-delivered MDR service to provide enterprise-grade protection and preserve profitability.

ThreatDown MDR is purpose-built for MSPs. It combines our award-winning EDR with human-led detection, investigation, and response, so you can deliver round-the-clock security while focusing your team on growth.

When you choose ThreatDown as your MDR vendor, you get a partner that is deeply invested in the success and growth of your MSP business. We stand by that commitment by providing our MSP partners with a purpose-built MDR service along with powerful EDR capabilities, highly seasoned security practitioners, and a pricing model that offers favorable margins. Your MSP will gain a strong vendor alliance to launch a successful MDR service offering that supports your business goals now and well into the future.

Selecting your MDR partner is a weighty decision that should consider the vendor's pedigree across several areas— from technical robustness to quality of communications, opportunities for revenue growth, and trustworthiness of the vendor brand.

73%
rely on 3rd party to handle detection and response needs[1]

Here are ten reasons why you should consider ThreatDown as your MDR partner.

1 Trusted Brand for MSPs

Trust is foundational. ThreatDown protects millions of endpoints worldwide and partners with thousands of MSPs to deliver reliable, transparent protection.

Our SOC operates as an extension of your team to help you deliver higher-value protection and stand out as a trusted security partner.

Our mission is to liberate people and organizations from cyberthreats. To do that, we carefully listen to our customers to deeply understand their needs, and we collaborate closely with our partners to build a long-term, successful relationship together.

When it comes to our MDR service offering, you can trust that we are hands on with endpoints to deliver a leading offering that further fortifies your clients' trust in your MSP and builds your brand reputation.

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MRG Effitas CERTIFIED — THREATDOWN PRODUCT OF THE YEAR 2025

MRG Effitas CERTIFIED 360° ASSESSMENT

[1] Global Security Services Survey 2024, Nov 2024, IDC

2 Clear and Consistent Communications

Communication is built into our MDR service. You gain 24×7 access to our SOC analysts directly through ThreatDown OneView where you can view alerts, track cases, and receive proactive status updates.

We provide transparency at every stage—from detection to response—so you always know what's happening in your clients' environments.

What can you expect?

We deliver a highly responsive customer-focused service with an on-call team of security analysts that are available 24x7 to provide support for the inevitable threat issue. If an incident occurs, rest assured, our team will proactively share details about threat detection and response activities throughout the effort.

In addition, support activity for your clients is tracked and available through your console. Your OneView console provides a direct link to the MDR analyst team, making it easy for you view the status of support communications, as well as engage with a security expert on our team.

3 Powered by award-winning ThreatDown EDR

ThreatDown MDR is powered by our high-performance Endpoint Detection and Response platform, delivering:

- Multi-layered protection across the full attack chain.

- 7-day ransomware rollback for instant recovery.

- Automated remediation that removes hidden threats.

This EDR foundation provides the visibility and control MSPs need to deliver enterprise-grade security at scale.

4 Built for Profitability

Our pricing model is transparent, predictable, and MSP-aligned.

ThreatDown MDR replaces costly SOC staffing with a flexible per-endpoint model, which empowers you to scale across clients while maintaining healthy margins. The result: faster time-to-market, higher ARPU, and a more stable recurring revenue stream.

As your MDR partner, ThreatDown is committed to helping you capitalize on this strategic opportunity to grow your revenue and business.

Our pricing model is also easy to understand so you can forecast monthly costs and easily invoice your customers.

5 Integrated SIEM + SOAR Automation

ThreatDown enriches endpoint data with global threat intelligence and automates correlation and response through built-in SIEM and SOAR capabilities.

Our analysts leverage these insights to act quickly and accurately. This reduces false positives and improves detection speed across every tenant.

6 Ease of EDR Deployment and Onboarding

ThreatDown EDR provides comprehensive support for operating systems, including Windows, Mac, and Linux environments, and it's well known for its ease of use and onboarding. We've won high customer loyalty and praise because we're nondisruptive, straightforward, and economical to deploy via a single, lightweight endpoint agent.

Once your customer agrees to purchase, rolling out the MDR service should be a fast process. Our discovery and deployment tool makes it simple for you to detect endpoints and automatically deploy the OneView agent into your client's environment. If your customer is already running ThreatDown EDR, you do not need to make any updates to their existing agent to launch the MDR service.

And our high-touch MDR Support Team will assist you with onboarding help, such as policy and configuration management, so your client's endpoints are fully optimized for our security analysts to begin monitoring for threat detections.

From deployment, we'll quickly gain an established baseline profile of your customer's alerts and can start sharing highly contextual and thorough status updates and alerts.

7 Deep Threat Hunting Experience

Responding to incidents has been a challenging area for organizations, often taking teams days to weeks to contain and remediate a threat. One of the biggest values you can provide your customers with an MDR service is fast and efficient incident investigation and response.

Our MDR team of analysts includes cyber security specialists with backgrounds in governmental and intelligence fields, as well as large-scale data centers and network deployments. The team is comprised of accomplished threat hunters, incident responders, and researchers with experience from working in elite cyber units across industry-leading cybersecurity organizations.

Your customers will gain a team of threat hunters in their back pocket to stay ahead of the curve. Our security experts will conduct proactive threat hunting runbooks and assess your customers' environments for IOCs based on detected anomalous outlier activity, as well as investigations on attributes of emerging threats in the market.

8 Multi-Tenant Management

Manage all clients from a single pane of glass with ThreatDown OneView.

Monitor alerts, view reports, and control endpoint protection across tenants from one dashboard. Multi-tenancy ensures operational efficiency, reduces overhead, and enables consistent delivery across your customer base.

Likewise, our multi-tenancy capabilities have granular settings that allow you to provide MDR services to specific customers, as well as a select group of endpoints within a customer site. For example, it's simple to select specific servers and business-critical endpoints that your customer wants to include under MDR management, while excluding others.

Simply put, with ThreatDown MDR's multitenancy, you can centrally manage everything, allowing you to reduce costs, improve security, and gain better real-time control over multiple client environments.

9 Right Reporting

ThreatDown MDR delivers detailed dashboards and exportable reports that clearly show detected threats, actions taken, and overall security posture.

You can share these insights directly with clients to demonstrate value, simplify compliance reporting, and strengthen retention through transparency.

Equally important, reports on your service details will allow you to clearly demonstrate the value your service provides to your customers. Adding ThreatDown MDR to your portfolio will allow you to achieve that goal by providing a superior, round-the-clock service at a price and value that's ideal for your small and medium business customers.

10 Partnership That Drives Growth

ThreatDown MDR is more than a service—it's a partnership.

We provide enablement resources, co-marketing support, and integration guidance to help you launch, sell, and scale your MDR offering. Our goal is to empower your team, expand your portfolio, and help you grow profitably.

At ThreatDown, our MSP partners are a top priority.

Why MSPs Choose ThreatDown MDR

- Fast time-to-market: Launch MDR within days, not months.

- Integrated platform: Manage MDR, EDR, and additional services from a single console.

- Scalable delivery: Expand across clients without adding headcount.

- Trusted expertise: Backed by ThreatDown's 24×7 global SOC and proven threat researchers.

- Predictable pricing that protects your margins.

- Integrated into OneView console for simplicity and scale.

- Proven detection and remediation technology.

Learn More

ThreatDown MDR delivers enterprise-grade protection, flexible delivery, and profitability—helping MSPs strengthen client trust, reduce risk, and scale with confidence.

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