[redacted]
Risk Management

Platform: Cybersecurity
Bundle: Endpoint Security
Service: Endpoint Detection and Response

Updated April 2023

[redacted]

Overview

Endpoint Detection and Response (EDR) is a preventive and reactive solution that protects [redacted] connected devices such as workstations, restaurant devices, and data center servers against viruses, phishing attempts, Trojans, and other malware. Examples of the industry-leading protections delivered by the solution includes:

- *Advanced anti-malware protection:* Identifies malware on the device and takes appropriate action informed by a continually updated engine that operates across multiple operating systems.
- *Dynamic application containment:* Defends against ransomware and greyware by securing the endpoints that are leveraged as attack entry points.
- *Machine learning analysis:* Detects zero-day threats in near real-time by examining how they look and behave.

Markets have access to near real-time dashboard reporting that provides information on the health and security of their devices. They don't have to wait for a month-end report to see service availability, infections, and actions taken. The detailed reporting provides the information necessary for Markets to address unresolved threats.

Benefits

This layer of protection monitors workstations, restaurant devices, and servers and identifies security threats as they enter our environment – immediately taking action to remove, quarantine, or flag the file or action as suspicious based on its known risk. Benefits of securing our endpoints include:

- Prevention against viruses, Trojans, and other forms of malware which could spread through the environment
- Protection of the valuable information on the endpoints
- Prevention of downtime due to an endpoint being brought down or made inaccessible.

Customers

[redacted] corporate devices, market servers, and market restaurant devices are all Endpoint Protection consumers and customers.

Costs

Feature Description	One-time	Ongoing
EDR Agent	[redacted]	[redacted]
Market Onboarding	[redacted]	[redacted]
[redacted]		
All costs are in $US Dollars		

[1]Annual costs are prorated and charged quarterly.

Category

- EDR protection is mandatory for all end-user computing devices that connect to a[redacted]
- Global Technology Risk Management (GTRM) is the exclusive provider of Endpoint Protection services.

Support

- Markets are responsible for Level 1 and Level 2 support such as end-user troubleshooting calls and knowledge-based triage of individual devices.
- Global Technology Risk Management (GTRM) is responsible for further escalation of issues markets are unable to solve, including vendor support issues. Tickets can be opened vi[redacted]Please use Endpoint Protection as the assignment group.

Getting Started

To place an order:
Services can be ordered form[redacted]sing the Intake Request form.

In addition to other required and informational fields, the following are key selections to indicate on the form:

Service Area(s) Needed: Cybersecurity
Type of Service(s) Needed: Endpoint Protection

Learn More

Check out the [redacted]r use the contacts below for additional questions.

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Aniya Adair – Manager

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