

Ensure your client's satisfaction

How is the service set up?

Unlike many other cybersecurity services, the on-boarding process for **PROTECT EDR** is simple. **PROTECT EDR** is powered by an image that only requires a simple download. First, ISA team will reach out to the partner to provide a list of contacts to escalate threats and provide access to the client portal. A welcome document will be provided with easy steps to start the service and provide the download of the agent.



An ISA CIOC security analyst contacts the client to provide agent download information



The **PROTECT EDR** agent is downloaded onto the client's licensed endpoints



PROTECT EDR services goes live and start protecting the client's endpoints

Critical insights and reports at your fingertips.

Organizations protected by ISA's SOC-as-a-Service solutions have secure access to a dynamic portal where they can access easy to understand insights through dashboards and monthly reports. The client contact is provided with login credentials to access their ISA portal.

We are here to help.

Successful implementation of the **PROTECT EDR** service and your client's satisfaction rely on clear understanding of the on-boarding process and minimum requirements for the services. Reach out to infinity@isacybersecurity.com or Ingram Micro for more information.

Do you have more questions?

If you need more information on the minimum requirements for the successful deployment of the service, don't hesitate to reach out to infinity@isacybersecurity.com.

Minimum hardware and software requirements.

In order to successfully deploy **PROTECT EDR**, make sure that client and server systems meet the hardware and software requirements to install the agent:

- + Installed disk space — 50 MB (minimum), excluding log files
- + Memory — 512 MB RAM (minimum)
- + Processor speed — 1 GHz (minimum)

Supported operating systems & processors.

Most common Operating Systems (Windows, Windows Server, Apple, and Linux) are supported by either ISA's Current Agent or ISA's Legacy Agent. For detailed information about supported operating systems & platforms, please consult the detailed battle card or the technical guide. The agent supports all Data Execution Prevention modes in Windows operating systems. Please note that when the ISA agent is deployed on an incompatible operating system, the installation fails, and an alert is sent to system log file.

Additional supported platforms .

You can install the agent on the virtual guest operating systems using these virtualization environments:

- + Windows Server 2008 Hyper-V
- + ESX
- + VMware Workstation
- + VMware player
- + Citrix XenServer
- + Citrix XenDesktop
- + VMware Server

