

Customer Stories

Customer Challenges:

Many organizations have invested in powerful security tools like Endpoint Detection and Response (EDR) to protect their businesses. However, without the in-house expertise, time, and resources to manage these complex solutions, the technology can sit underutilized, leaving critical infrastructure and data vulnerable. Trellix Managed Detection and Response (MDR) helps customers maximize their existing investments by providing the specialized security expertise needed to transform their security posture and get the most value from their technology.

Customer Success Stories

Trellix MDR acts as a seamless extension of your team, providing 24/7 expert threat monitoring, detection, and response. By integrating with and leveraging a customer's existing Trellix solutions, our MDR experts ensure the technology is properly deployed, configured, and actively used to neutralize threats. This approach turns a product into a fully realized, proactive security defense. Trellix MDR has recently helped a range of customers, from financial institutions to government entities, overcome security challenges.



A regional bank had made a significant investment in security products but was struggling to get full value from them. Their internal teams lacked the time and expertise to ensure their **endpoint policies were updated in a timely manner and optimized for their risk profile**. This left them vulnerable to threats. By implementing Trellix MDR, the customer gained access to our specialized expertise, which continuously monitors and updates their policies, ensuring their existing security products are fully utilized to actively protect their data and infrastructure. **This partnership also helped them secure improved cyber risk insurance, with the Trellix \$1M Breach Warranty playing a key role in reducing their premiums**

A large multinational financial institution faced a significant challenge in effectively utilizing its security solutions due to a lack of internal resources. The institution, with its **complex hybrid environment of both on-premise and cloud-based assets**, needed a partner who could provide expert support. By implementing Trellix MDR, the customer gained the specialized expertise they needed to address their security gaps. This move not only demonstrated the value of our integrated solutions but also highlighted our ability to support their diverse infrastructure, **leading Trellix to become their long-term partner** and transforming their security posture.





A state and local government entity, responsible for providing vital services to its citizens, had invested in EDR technology. Despite this purchase, they quickly realized they lacked the in-house expertise and dedicated personnel required to properly utilize the solution. The EDR sat largely underleveraged, leaving their vital city infrastructure and citizen data vulnerable. Trellix MDR stepped in to fill this critical gap, providing the specialized expertise needed to transform their security posture and maximize the value of their existing EDR investment. **This 24x7 coverage significantly reduced the workload on their internal teams, allowing them to focus on high-priority tasks and key strategic initiatives.**

Learn more about [Trellix MDR](#).