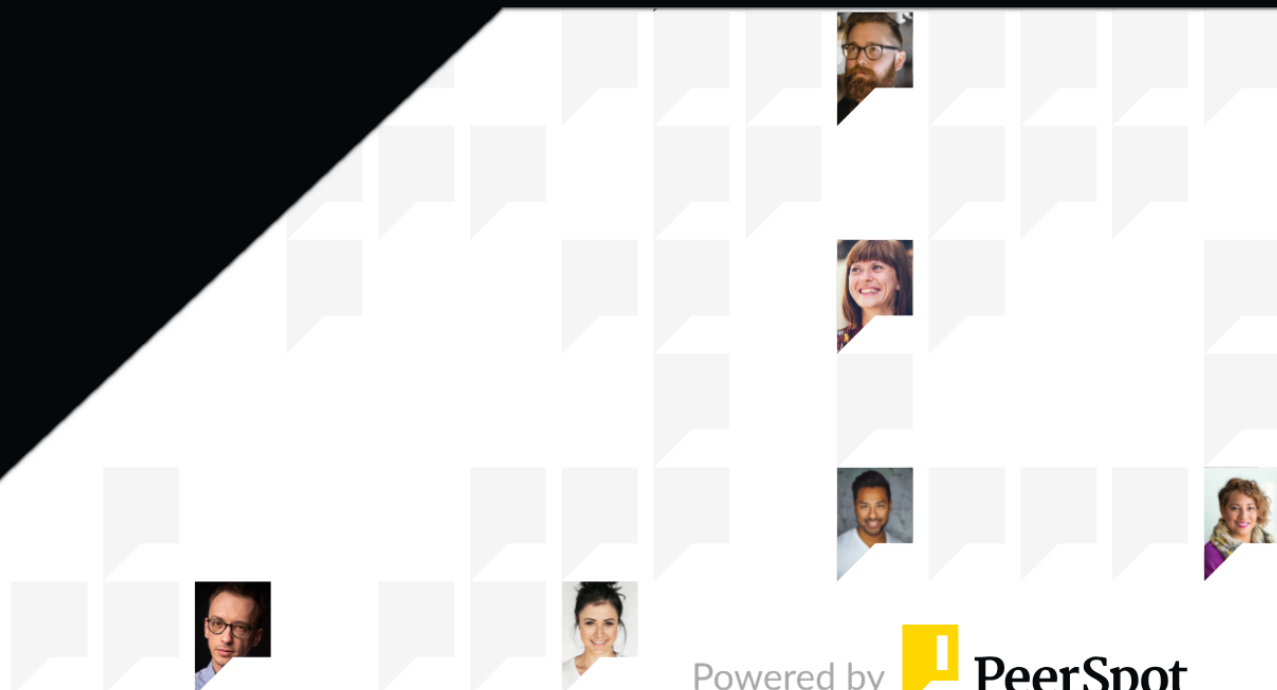




Arctic Wolf Managed Detection and Response

**Reviews, tips, and
advice from real users**



Powered by  **PeerSpot**

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Product Recap



Arctic Wolf Managed Detection and Response

Arctic Wolf Managed Detection and Response Recap

Arctic Wolf Managed Detection and Response provides 24/7 monitoring and advanced threat protection, integrating seamlessly with existing systems. Its proactive approach and dedicated support enhance cybersecurity and efficiency, making it vital for organizations.

Renowned for time-sensitive alerts that cut down noise and accelerate responses, Arctic Wolf Managed Detection and Response saves valuable staff resources. It automates vulnerability management while offering comprehensive reports, all assisted by a Concierge Security Team. The service integrates efficiently with platforms like Office 365, enhancing infrastructure protection through continuous monitoring. Despite its strengths, users seek enhancements in alert speed, AI integration, dashboard design, and easier deployment. More integrations and improved licensing are also desired to streamline security operations.

What are the key features of Arctic Wolf Managed Detection and Response?

- **Advanced Threat Protection:** Offers robust security measures to identify and mitigate threats.
- **24/7 Monitoring:** Ensures round-the-clock surveillance to protect critical infrastructure.
- **Concierge Security Team:** Provides expert support and personalized guidance.
- **Comprehensive Reports:** Delivers detailed insights into security postures and vulnerabilities.
- **Seamless Integration:** Works smoothly with existing systems to enhance operational efficiency.

What benefits can users look for in Arctic Wolf Managed Detection and Response reviews?

- **Resource Efficiency:** Reduces alert noise and saves staff time with prioritized alerts.
- **Enhanced Security Compliance:** Strengthens adherence to security regulations and policies.
- **Proactive Threat Management:** Offers educational resources and timely threat alerts.
- **Customer Support:** Provides dedicated support to address complex security needs.
- **Integration with Major Platforms:** Improves visibility and monitoring through system integrations.

Industries requiring enhanced cybersecurity and continuous monitoring find Arctic Wolf Managed Detection and Response indispensable. Businesses with limited security teams leverage its SOC capabilities for around-the-clock protection. The platform's integration with systems like Office 365 adds visibility and ensures IT infrastructure remains secure against emerging threats.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Arctic Wolf Managed Detection and Response helped secure our investor relationships, specifically with Merrill Lynch, which required us to document our security posture, and Arctic Wolf Managed Detection and Response made it really easy for that.”



Dan Stepanukha

Network Administrator at a real estate/law firm with 201-500 employees

- ✓ “Arctic Wolf Managed Detection and Response has positively impacted my organization by making us feel much safer in terms of security.”



Verified user

DevOps at a marketing services firm with 51-200 employees

- ✓ “Arctic Wolf Managed Detection and Response has impacted my organization positively by helping remove stress and saving time for my team.”



Verified user

Account Exec at a consultancy with 11-50 employees



“Arctic Wolf Managed Detection and Response has positively impacted my organization by giving us an overview of security without having to go to individual ports and do the correlation, as they do the correlation for you.”



Verified user

Data Security Manager at a retailer with 201-500 employees



“Arctic Wolf Managed Detection and Response has positively impacted my organization and my clients' organizations by becoming a standard to meet insurance requirements or overall protection environments within an IT infrastructure, leading to growing sales for the company as I see it becoming a standard within the industry very soon at almost all levels.”



Verified user

SDR at a outsourcing company with 501-1,000 employees



“Arctic Wolf Managed Detection and Response is a good product, and I would recommend it for any business.”



Verified user

Systems administrator at a tech services company with 11-50 employees



“The best features Arctic Wolf Managed Detection and Response offers include providing an up-to-date view of the vulnerabilities that exist in the network.”



Verified user

Firewall engineer at a tech vendor with 10,001+ employees

What users had to say about valuable features:

“The best features Arctic Wolf Managed Detection and Response offers include providing an up-to-date view of the vulnerabilities that exist in the network.

Arctic Wolf Managed Detection and Response has positively impacted our organization by allowing us to have professional reports that we could present to auditors when they came, so that we could maintain the business with those customers.

The measurable improvements we noticed included automating the process of having all of those vulnerabilities presented to us consistently so that we could fix them, and having meetings..”

Verified user

Firewall engineer at a tech vendor with 10,001+ employees

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“The best features Arctic Wolf Managed Detection and Response offers include a really good console that makes it easy to spot many issues.

The console helps my team day-to-day by speeding up investigations. It is very easy to navigate through and find out why certain traces are happening.

Arctic Wolf Managed Detection and Response has positively impacted my organization by making us feel much safer in terms of security. When any issues arise, I know that I have something as an EDR tool to rely on. It also helps us with security questionnaires by making it easier for my team to answer common questions about what I use for EDR solutions and what I use for my CSPM module..”

Verified user

DevOps at a marketing services firm with 51-200 employees

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“The best features Arctic Wolf Managed Detection and Response offers are difficult to specify.

The features of Arctic Wolf Managed Detection and Response are correct, particularly that they use 24/7 response with generally three different agents to monitor your environment, ensuring the workload gets spread out while having someone monitoring your environment 24/7.

Arctic Wolf Managed Detection and Response has positively impacted my organization and my clients' organizations by becoming a standard to meet insurance requirements or overall protection environments within an IT infrastructure, leading to growing sales for the company as I see it becoming a standard within the industry very soon at almost all levels..”

Verified user

SDR at a outsourcing company with 501-1,000 employees

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“The best features Arctic Wolf Managed Detection and Response offers include the Concierge Security Team, which is really helpful because they are knowledgeable and aware of our environment, and they are also very much readily available, making it a dependable tool.

“My experience with the Concierge Security Team is that they are really reliable and knowledgeable, acting as an arm of our organization, unlike talking to another vendor who has no idea about our environment; they truly partner well and integrate with our systems.

“Arctic Wolf Managed Detection and Response has positively impacted my organization by catching many issues, eliminating risks, and preventing compromises; overall, it has been a great security feature..”

Cameron Powell

System administrator at a legal firm with 51-200 employees

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“The best features Arctic Wolf Managed Detection and Response offers include an overall report of your security vulnerability, where the weak points are, where the strong points are, and how you are doing, so you can see if your security settings are on track or if they are off.

I rely on those reports constantly, and I find that they need to work on their format as it seems more of a data dump. They need to use AI and probably other tools to be able to give a clear picture without just spelling out raw data in reports.

Arctic Wolf Managed Detection and Response has positively impacted my organization by giving us an overview of security without having to go to individual ports and do the correlation, as they do the correlation for you. Additionally, if it is in the middle of the night, they have automated authorization to shut things down if they notice something is happening at an inconvenient hour, which is a fantastic help to the company. I cannot think of any specific outcomes or metrics such as how much time my team has saved or any incidents that were prevented thanks to those automated responses, as security is improved, but it is sort of proving a negative..”

Verified user

Data Security Manager at a retailer with 201-500 employees

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“I think the Concierge Security Team is very good. Having a named team is great, and it was an extension of the internal team. Additionally, one of the biggest benefits is the reduction in noise, so I am not being drowned in alerts. I get validated incidents that need my attention. The onboarding is really good as well. It is pretty structured, easy to understand, and guided in terms of working through the data sources, integrations, and baselining. I think it is a very good product and a mature SOC. In terms of return on investment, the way to look at it is that it replaces the need to hire a fully managed operations team, which could cost a lot in terms of salaries.

For a company that does not have the ability or time maturity to run their own SOC, the best features Arctic Wolf Managed Detection and Response offers are not just features, but network visibility, the Concierge Security Team, threat hunting, and incident response report support. Having that in place and the security of it helps with overall security confidence and posture for the company.

The Concierge team has helped my organization by having that team and security on hand. They only get in touch if something requires attention and do not contact me with every single alert. The benefit is validating those incidents and reducing the overwhelming amount of alerts and incidents that do not necessarily mean anything. A lot of companies are understaffed and unable to handle that amount of threats or false positives. Again, it is quite expensive to have to pay for a team of salaries for an operations team.

I have noticed specific outcomes or metrics from Arctic Wolf Managed Detection and Response. I manage false positives, have network visibility, and receive guidance during potentially real incidents. The incident response support is commendable, and I would identify those three areas as the most valuable..”

Verified user[Read full review](#) 

Account Exec at a consultancy with 11-50 employees

Other Solutions Considered

“Over the years, I have used different solutions and different vendors, but Arctic Wolf Managed Detection and Response is definitely the most secure and full force tool that I have found..”

Cameron Powell

System administrator at a legal firm with 51-200 employees

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“We were using a product from a local Danish vendor. We switched to Arctic Wolf Managed Detection and Response for cost and capabilities. It offered more features and better support, including superior threat intelligence feeds. .”

Verified user

security lead at a legal firm with 201-500 employees

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“Before choosing Arctic Wolf Managed Detection and Response, I did not evaluate other options. I spoke to a few different vendors, but I did not go down the evaluation route. It was highly recommended to me by somebody whose opinion I trusted..”

Verified user

Account Exec at a consultancy with 11-50 employees

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“I did not evaluate other options before choosing Arctic Wolf Managed Detection and Response because that choice was made before I started at Barger Montag, but I have seen others since then..”

Cameron Powell

System administrator at a legal firm with 51-200 employees

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“I did not previously use a different solution before Arctic Wolf Managed Detection and Response, as we used diverse programs. However, Arctic Wolf Managed Detection and Response was supposed to be a catch-all to consolidate data and give us better metrics, though it has a lot of improvements needed..”

Verified user

Data Security Manager at a retailer with 201-500 employees

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“We did evaluate other options before choosing Arctic Wolf Managed Detection and Response. I don't recall what those were, but there were several that we evaluated, and Arctic Wolf Managed Detection and Response was the one that we chose based on price, features, and overall meeting our needs..”

Verified user

Systems administrator at a tech services company with 11-50 employees

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ROI

Real user quotes about their ROI:

“I cannot speak to specific return on investment metrics, but I can say that Arctic Wolf Managed Detection and Response has definitely been a helpful tool..”

Cameron Powell

System administrator at a legal firm with 51-200 employees

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“I have seen a return on investment, definitely saving about 20% of time in triaging security incidents, which has led to much less panic. I have also saved money in terms of the cost of security incident payouts..”

Verified user

DevOps at a marketing services firm with 51-200 employees

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“Considering the number of activities that customers have to indulge in, especially with the increase in attacks in New Zealand, I can say that the tool helps save a time frame of seven days..”

Daniele Brommer

Commerical Manager at Network Service Providers Limited

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“I have seen a return on investment with Arctic Wolf Managed Detection and Response. The benefit comes from the cost of the product compared to hiring a SOC team, which is enormous. Additionally, the time away from business as usual for an analyst to go through all the noisy alerts is very time-consuming, which translates to money. I do not have a metric for what that cost is, but it is there..”

Verified user

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Account Exec at a consultancy with 11-50 employees

“The services provided by Arctic Wolf are comprehensive. Their training materials and videos benefit the organization as a whole. While similar training is available from other companies, Arctic Wolf's offerings are timely and effective. Employee engagement is high, with a 96% viewing and participation rate for their training materials. The company has achieved strong cultural buy-in..”

Kimberly Brock

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Technical Security Engineer & Data Governance at a computer software company with 51-200 employees

“I have seen a return on investment just through the ability to work with bigger and larger investors in my company.

“Arctic Wolf Managed Detection and Response helped secure our investor relationships, specifically with Merrill Lynch, which required us to document our security posture, and Arctic Wolf Managed Detection and Response made it really easy for that. They also required us to use a security operations center, which Arctic Wolf Managed Detection and Response provided..”

Dan Stepanukha

Network Administrator at a real estate/law firm with 201-500 employees

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Use Case

“My main use case for Arctic Wolf Managed Detection and Response is a 24/7 managed SOC. The native platform provided managed detection and response, along with log and telemetry ingestion capabilities, but my primary focus was on the SOC 24/7 operations..”

Verified user

Account Exec at a consultancy with 11-50 employees

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“My main use case for Arctic Wolf Managed Detection and Response at my law firm is that we use it as our main source of alerts and security features, relying on it for logs and other sensors, including physical sensors as well as connecting cloud centers and agents installed on all of our devices of our users..”

Cameron Powell

System administrator at a legal firm with 51-200 employees

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“My main use case for Arctic Wolf Managed Detection and Response is as an EDR solution. I use Arctic Wolf Managed Detection and Response on my EC2 instances..”

Verified user

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DevOps at a marketing services firm with 51-200 employees

“My main use case for Arctic Wolf Managed Detection and Response involves conducting audits to manage the security posture at the customer. I injected Arctic Wolf tools into all of the devices at the network to see what vulnerabilities existed, and then, once I remediated those vulnerabilities based on the results that I saw in Arctic Wolf, I would do another scan with that tool and see that the posture was improved for reporting purposes.

There was a time when Arctic Wolf helped me identify a vulnerability by highlighting some weak ciphers enabled on some of our servers, so we disabled those ciphers and then did a rescan.

I have also used Arctic Wolf Managed Detection and Response not just for detection and response, but for email security awareness campaigns, which were really helpful in stopping that attack vector..”

Verified user

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Firewall engineer at a tech vendor with 10,001+ employees

“I have been using Arctic Wolf Managed Detection and Response for a couple of years.

My main use case for Arctic Wolf Managed Detection and Response is to manage the network, see all the different factors, security concerns, access points, and be able to get all the different vectors that could be of attack and compare them to each other to see patterns and identify where there might be vulnerabilities.

A quick, specific example of how I have used Arctic Wolf Managed Detection and Response to identify or respond to a security issue is when we observed that several emails were coming from a certain individual going to several recipients—more than a normal human would do—and the emails appeared as though that email account had gotten compromised. In fact, it had been. We were able to quickly shut that down before the problem got worse..”

Verified user

Data Security Manager at a retailer with 201-500 employees

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“My main use case for Arctic Wolf Managed Detection and Response is protecting our overall IT infrastructure with a SOC and a guard dog for our house, so to speak, to protect all our IT assets at the edge.

A specific example of how I used Arctic Wolf Managed Detection and Response in practice is that I sold that service to a small to medium-sized company so that they could protect credit card and PCI for their customers, ensuring they were compliant on a SOC level and could meet insurance requirements.

At the time that I was selling this particular service, my main use case for Arctic Wolf Managed Detection and Response was that it was number one in the market, and while there have been other players that have come into the market, Arctic Wolf Managed Detection and Response was easy to implement, easy for my end client to understand, and was considered a good value..”

Verified user

SDR at a outsourcing company with 501-1,000 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The setup process for Arctic Wolf Managed Detection and Response was straightforward. They wanted to add some other tools like Sysmon, which I didn't want to use, but Arctic Wolf agent was fairly straightforward..”

Verified user

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Systems administrator at a tech services company with 11-50 employees

“It took us about three to four weeks to bring it live as we had to ship the sensors to different sites. It probably took a month to be fully up to speed, but that was fine because we needed to onboard it anyway..”

Adrian Cambridge

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Head of IT at AHMM

“The initial setup is pretty straightforward. The documentation is pretty good. I rate the ease of setup an eight out of ten. It is a SaaS solution. Two network engineers can deploy the product. We have network engineers and analysts on our team. We make sure the agents are not degraded. Most of the maintenance is done by the vendor..”

Verified user

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Service Security Analyst at a government with 11-50 employees

“My experience with Arctic Wolf Managed Detection and Response pricing, setup cost, and licensing is pretty good. The pricing was fair. The experience is good, and as I mentioned earlier, the onboarding was straightforward, and getting everything set up was guided through the integrations and tuning. It is not instant or at the flick of a switch, but once everything is dialed in, set up, and configured, it runs smoothly overall..”

Verified user

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Account Exec at a consultancy with 11-50 employees

“The initial setup was somewhat complex, once you set up your scanners and deploy the agents, there is mostly like additional configuration required. Labeling assets and identifying whether they are in production, test, or development is necessary, along with manual inputs. During onboarding, asset labeling tagging is crucial to avoid unknowns. We collaborated extensively with Arctic Wolf on configurations, many of which are integrated into recent product releases and updates to their dashboard. In the beginning we had ongoing meetings with the concierge team until we moved to a more scheduled cadence..”

Kimberly Brock

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Technical Security Engineer & Data Governance at a computer software company with 51-200 employees

“I rate the tool's deployment an eight out of ten, which took nine weeks to complete with two resources. Operational maintenance is relatively minimal and very easy to manage. However, functional maintenance requires a skilled resource like me. The extent of personnel needed depends on the size of the organization. As the organization is not very large, I can handle it independently in my current role. However, I anticipate needing at least five or six people for maintenance tasks in a larger company, such as my previous role. The resource requirement aligns with the company's size..”

Verified user

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security lead at a legal firm with 201-500 employees

Customer Service and Support

“Customer support for Arctic Wolf Managed Detection and Response is pretty good, but you are talking to people on a lower end, and a lot of the questions we have are upper end, so it has to be escalated..”

Verified user

Data Security Manager at a retailer with 201-500 employees

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“They are quite responsive overall. We have monthly meetings where they help us with network security. However, their response can be slow when we ask for more information..”

Adrian Cambridge

Head of IT at AHMM

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“Customer support and service are basically what you are paying for. The technical pieces of the solution are great, however, the ticket response and the quarterly reviews are where the real value is. .”

Verified user

Director, IT Systems and Security at Union Mutual Fire Insurance Company

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“We used Arctic Wolf Managed Detection and Response's support from time to time, and they were responsive. We met, I think, once a month to go over any issues; perhaps it was quarterly, I don't remember exactly, but we had regular meetings to go over any issues that we saw. Their support team was good..”

Verified user

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Systems administrator at a tech services company with 11-50 employees

“I think the technical support for the solution is pretty good. I think it is all about setting expectations with your customers. Arctic Wolf is a global company, so you have to make sure that the customer knows that support will take as per whatever is mentioned in the SLA, which can take three days or whatever. I haven't heard any complaints from my customers about the tool's support team, but nobody is perfect. I rate the technical support an eight out of ten..”

Daniele Brommer

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Commerical Manager at Network Service Providers Limited

“Our experience with technical support from Arctic Wolf is mostly handled by the Octopus technical team, who manage support as the reseller. As a result, our role in providing technical support is limited. The concierge security team, a part of the managed detection and response solution, actively engages with clients to offer technical support, identify vulnerabilities, and conduct proactive threat hunting. This means we are less involved in the technical support aspects of the solution. I would rate Arctic Wolf's technical support as a nine out of ten. Their 24/7 availability of highly skilled security engineers who are responsive to phone calls and emails is a significant strength, with room for minor improvements but very effective overall..”

Jared Kruger

Business Developer Manager / Sales Executive at Troye

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Other Advice

“My advice for others looking into using Arctic Wolf Managed Detection and Response is to make sure that they look into it and investigate all the tools that are available in it, ensuring they utilize everything to the best benefit. I would rate this solution a 9 out of 10..”

Cameron Powell

System administrator at a legal firm with 51-200 employees

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“My advice to others looking into using Arctic Wolf Managed Detection and Response is to definitely go for it, as it is a good solution, especially if you do not have an EDR solution in place yet. I would rate this product a 7 out of 10..”

Verified user

DevOps at a marketing services firm with 51-200 employees

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“I advise others looking into using Arctic Wolf Managed Detection and Response to leverage Arctic Wolf support team for deployment because it can be involved, and to take advantage of the tutorials that team gives for administering the product for the exact features you need. Arctic Wolf Managed Detection and Response has many features, and it can get complicated, so you should narrow down exactly the use cases you have for it and focus on those during the onboarding trainings. I would rate this product an 8 out of 10..”

Verified user

Firewall engineer at a tech vendor with 10,001+ employees

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“The specific outcomes I noticed from using Arctic Wolf Managed Detection and Response include that the end user responsible for the monitoring on the company's side was happy that all the reports got into one particular pane of glass.

I would advise others looking into using Arctic Wolf Managed Detection and Response that it should be worth considering when reviewing any budget or criteria for a SOC.

I would rate this product an 8 overall..”

Verified user

SDR at a outsourcing company with 501-1,000 employees

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“I would add that those are my thoughts regarding the features.

The advice I would give to others looking into using Arctic Wolf Managed Detection

and Response is to make sure you have your own metrics and match them against what Arctic Wolf Managed Detection and Response is doing to see if it is an effective solution for what you are trying to do. I rate Arctic Wolf Managed Detection and Response a seven on a scale of one to ten because of security incidents falling through and their lack of properly formatting the data..”

Verified user

Data Security Manager at a retailer with 201-500 employees

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“My advice to others looking into using Arctic Wolf Managed Detection and Response is that it is a very good product. In comparison to other products, it is broader across the environment. It has a low operational burden, and overall, it is a very good product. It can definitely help reduce the difficulty of hiring and managing a whole full security operations team. I would rate this product an 8.5 out of 10.

Arctic Wolf Managed Detection and Response is a very good product, typically for mid-market to enterprise organizations that do not have a mature SOC. Companies that are smaller do not necessarily need a managed SOC or do not want to build one. I think it is really good for teams that are understaffed but exposed to real threats, and it is a good affordable product..”

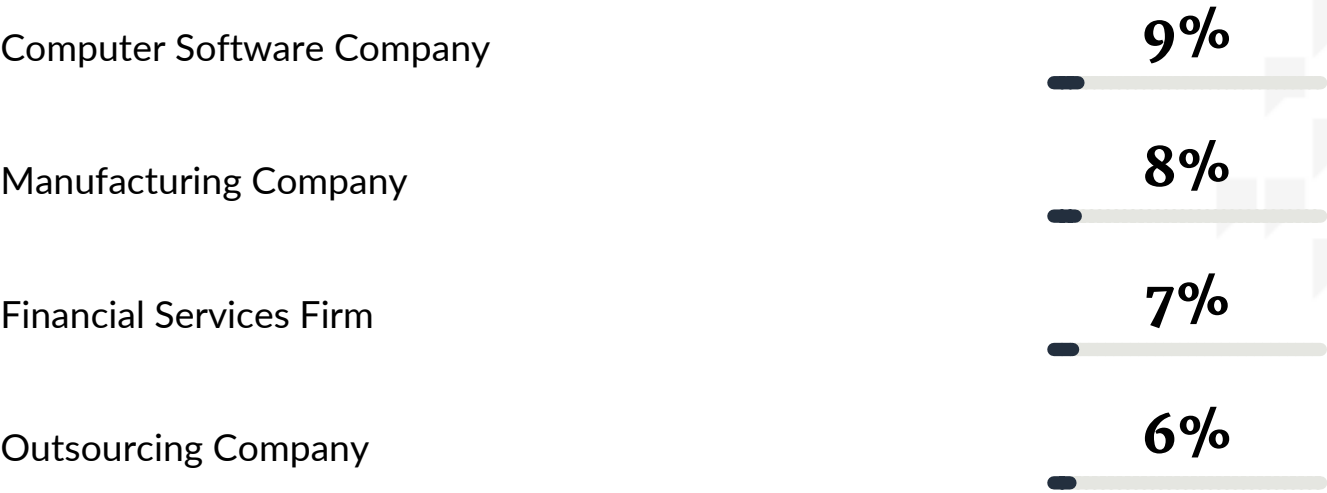
Verified user

Account Exec at a consultancy with 11-50 employees

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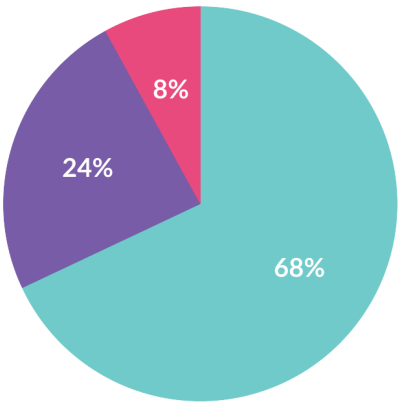
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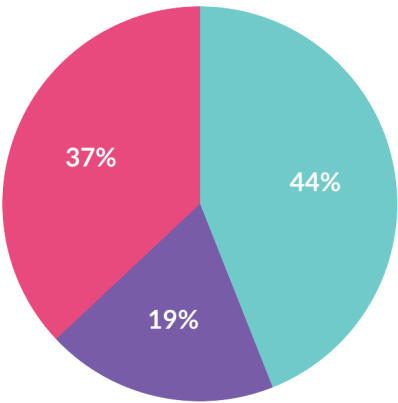


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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