

Sophos MDR Licenses

	ALL PARTNERS	ALL PARTNERS	SOPHOS MSP Elevate
	MDR Essentials	MDR Complete	MDR for MSPs
24/7 expert-led threat monitoring and response	✓	✓	✓
Compatible with non-Sophos security products	✓	✓	✓
Weekly and monthly reporting	✓	✓	✓
Monthly intelligence briefing: "Sophos MDR ThreatCast"	✓	✓	✓
Sophos Account Health Check	✓	✓	✓
Expert-led threat hunting	✓	✓	✓
Threat Response: active attacks are stopped and contained - Sophos XDR Agent or Sensor	✓	✓	✓
Direct call-in support during active incidents	✓	✓	✓
Root Cause Analysis: performed to prevent future recurrence		✓	✓
Full-scale Incident Response: threats are fully eliminated - Requires full Sophos XDR agent		✓	✓
Dedicated Incident Response Lead		✓	✓
Sophos Breach Protection Warranty		✓	✓
Sophos Incident Response Services Retainer	+	N/A: full IR Included	N/A: full IR Included
3rd Party Integrations - Firewall, Email, Identity, Cloud, Backup and Recovery	✓	✓	✓
1 Year Data Retention	+	+	✓
Sophos Network Detection & Response	+	+	✓

Note: 3rd Party Integrations will be included with all Sophos MDR Flex licenses from late January 2026