

# Solutions Granted Achieves Channel Focused Security with Datto EDR



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**Michael Crean,**  
CEO & Founder, Solutions Granted



*We sat down with Michael Crean, CEO & Founder and Cory Clark, VP of Threat Operations for Solutions Granted to discuss Datto Endpoint Detection and Response (EDR) and how the Datto partnership helps them in their fight to protect clients' data and endpoints. As a channel-focused cybersecurity solutions provider delivering solutions for the IT service provider and MSP channel, Solutions Granted takes great care in not only choosing the solutions they use but choosing whom they partner with.*

Solutions Granted became a partner upon Datto's acquisition of Infocyte in January 2022. Having built their own channel to help with the security needs of MSPs rather than being a traditional MSP themselves, Solutions Granted never really needed the traditional services most MSPs use for their clients. "We really kind of took a little bit of a deeper look at our own internal operations and found that you guys had some products that we could use to help service ourselves as well," said Michael Crean, CEO & Founder.

"One of the things that we like to do when we're partnering with somebody, whether by choice or by acquisition, is to understand what else they're doing and how it could benefit us and how it can benefit the relationship," he continued. Having been on the lookout for new solutions, as they were not happy with what was happening in their current backup strategy, the alignment with Datto allowed Solutions Granted to uncover additional value in the technologies that helped them with daily business needs.

"When the acquisition happened, and they sent someone to our door, that really opened up conversations. I was very impressed by the CISO and what he had to say because it really aligns with our inner culture and how we look at things as well." Michael continued, "We thought why not give them a shot and make a better relationship and then become an advocate for Datto as well."

"[Datto] guys got on planes, flew in, and spent an entire day. It was really great to feel welcomed into the Datto family in ways that it has never been done before," added Cory Clark, VP of Threat Operations.

## Datto EDR

With over 700 MSPs to service, the Solutions Granted team likes to bring extra value to their clients, particularly around the recommendation of tools they use. “We like to tell our clients what tools we use and we like to tell them why because we think if it’s good enough for us, then it should be probably good enough for them. And this was another moment that partnership with Datto, where we could find some additional value in the technologies that you had out there that could help us in our daily business.”

When looking at an endpoint solution for their in-house MDR solution, they were looking for what they considered the “best of breed” EDR for endpoint detection and response. As Cory Clark, VP of Threat Operations stated, “so what you need to achieve that is a really good AV, a really good EDR and then the human element behind it – the 24x7 monitoring of a security operations center analyzing events to identify anomalous behaviors and take immediate response when an event occurs.

Datto EDR has now become Solutions Granted’s primary EDR for their MDR (Managed Detection and Response) solution. “We’ve been very successful. We not only use it as our primary EDR, but we also use it as our threat hunting tool.” If an incident is potentially happening, their SOC (security operations center) analysts are in Datto EDR performing additional investigations and use it to do the first initial mitigation isolation of these endpoints.

The analogy Cory points to when speaking about Datto EDR, “We turn into firefighters of sort when a compromise or an incident is occurring. If we have a high confidence that a house is on fire, we immediately start putting the fire out. When the first one is out, we then have to perform additional investigations to identify if there are any other rooms on fire until the house is clear (mitigated).” This is where Datto EDR performs additional threat-hunting scans, so the team can potentially identify the root cause for the investigations they are performing.



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**Cory Clark,**  
VP of Threat Operations,  
Solutions Granted

## Datto EDR provides more capabilities and insight.

The ability of Datto EDR to run YARA rules (rules used to classify and identify malware samples by creating descriptions of malware families based on textual or binary patterns) and Datto EDR extensions has helped Cory’s team more accurately identify and contain/isolate machines that have been compromised. “Once a file or behavior has been flagged, I can run scripts to gather additional information that will provide a clearer picture of the events that have occurred. The time it takes between the event occurring, validation steps being performed, the investigation process, and a response starting is crucial,” Cory added.

Where Datto EDR has helped significantly is identifying reconnaissance. Today’s adversaries are different, they execute a low and slow approach. They start with reconnaissance. They get into an environment, and they do everything to go undetected to identify if this customer worth encrypting? Is it worth their time to encrypt? Do they think they will get paid? Do they have data that can be stolen that is worth something to them that they (or someone else) will pay me for? If these questions do not favor the risk they get out, they move on, but they might keep the connection.

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**Michael Crean,**  
CEO & Founder, Solutions Granted



## About Datto

As the world’s leading provider of cloud-based software and security solutions purpose-built for delivery by managed service providers (MSPs), Datto believes there is no limit to what small and medium businesses (SMBs) can achieve with the right technology.

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Datto EDR has been highly successful in identifying threats in the reconnaissance phase before it turns into the execution phase and before it becomes a bigger issue. “This is what helped us stand apart from most of our competitors because we were limited in our ‘left of boom’ capabilities. If I can identify adversary actions in the reconnaissance phase, we’re significantly disrupting their plans,” stated Cory.

Jupyter malware & Cobalt Strike with the encrypted powershell is one example. Our previous EDR limited our encoded script capabilities and did not account for XOR encryption. There had been all kinds of press articles and conversations about just how difficult this is to detect and respond to. The Datto EDR product made it simple for us. Every time a new campaign spins up, being able to identify that XOR encryption was happening and immediately responding to it before it became a bigger incident [was critical].”

## Liability and increasing demand for more reporting

“I don’t want a vendor. There are millions of vendors out there. I want a partner that I can collaborate with because Solutions Granted has their own threat intelligence, Datto has its own threat intelligence when we can come together and work together to identify a detection and a solution, then the whole channel wins.”

“MSPs are heavily targeted. They have access to a lot of different customers and a lot of different data, so there is a lot of liability, there are a lot of reputations on the line when something fails.”

Some of the different systems and services Solutions Granted offer clients are around incident response work. The Datto EDR product was initially brought in-house to be a part of their incident response toolkit. It was then they noticed that it had more power to give, specifically around providing better reporting and that reporting piece then became part of the services they offer.

“The demand for more reporting comes out around end-users saying I have to have this, and then the SPs are coming to us and saying that I have to have this, we’ve been working very, very closely with the Datto EDR team, to provide reporting that is not something that’s good for us, but something good for the entire channel.”

In discussing the partnership Mike responded “You really have been a great partner to us. You listened when we had concerns and responded when we needed you to respond. When we came into this relationship a year ago, we meant nothing to Datto other than you acquired something that we loved, and we had this family-like atmosphere, and we were immediately given all kinds of love and attention, and we did not really do anything to earn it. We were brought into the Datto family, and not made to feel like we were the new kids on the block.”