

Six questions to ask Red Canary

Bring these to your next vendor call. The answers will tell you everything you need to know.

 Use these questions in your evaluation—then see how Expel answers each one.

<p>01</p> <p>INVESTIGATION & REMEDIATION</p> <p>When my team gets an alert from you, what do we do with it? Does your service include full investigation and remediation, or does that require a separate subscription?</p>	<p>EXPEL</p> <p>Full investigation and remediation are included—no add-ons, no handoffs back to your team.</p>
<p>02</p> <p>AFTER-HOURS ACCESS</p> <p>If I have a critical incident at 2am, who do I talk to and how—a live analyst, a portal ticket, or a voicemail?</p>	<p>EXPEL</p> <p>Direct 24x7 access to SOC analysts via Slack or Teams. No tickets, no voicemail—included in your service.</p>
<p>03</p> <p>INTEGRATION DEPTH</p> <p>How many of your integrations are direct API connections versus requiring additional tooling from the endpoint vendor?</p>	<p>EXPEL</p> <p>160+ integrations focused on using API connections.</p>
<p>04</p> <p>COVERAGE BREADTH</p> <p>Do you support cloud-native tools like Orca, FortiCNAPP (Lacework), or Wiz? What about identity tools beyond Okta and Entra ID?</p>	<p>EXPEL</p> <p>Broad coverage across cloud, identity, SaaS, endpoint, and network—not just endpoint and a handful of IAM tools.</p>
<p>05</p> <p>RESPONSE TIME</p> <p>What's your mean time to respond for a high-severity event, measured in calendar hours—and is that an SLA or an aspiration?</p>	<p>EXPEL</p> <p>Expel publishes a 15-minute SLA for response to critical events—and a ~14-minute mean time to remediate. Both are commitments, not aspirations.</p>
<p>06</p> <p>CROSS-SOURCE CORRELATION</p> <p>How do you handle cross-source correlation? Is that automated, or does it require an analyst to manually infer relationships between events?</p>	<p>EXPEL</p> <p>Automated cross-source correlation across the full stack. Ruxie™ AI surfaces context-based recommendations so analysts act on signal, not noise.</p>

YOUR NEXT VENDOR CALL

See how Expel answers every one of these.

Talk to our team—no handoffs, no voicemail, no gap.

expel.com/request-demo