Release Notes

Product Name: MDR 360° for Acronis
Version: 1.0
Release Date: 14/04/2025
Provider: DIAMATIX OOD

Overview

MDR 360° for Acronis is a fully integrated Managed Detection and Response (MDR) service designed for Acronis Cyber Protect Cloud users. Delivered by DIAMATIX, the service enables managed service providers (MSPs) and businesses to strengthen their cybersecurity posture through continuous monitoring, expert-led analysis, and automated response.

This release marks the first official version of the CyberApp, offering seamless integration with the Acronis platform and providing end-to-end visibility, threat intelligence, and incident handling — all accessible directly from the Acronis interface without requiring third-party tools or additional infrastructure.

Key Features

24/7 Security Operations Center (SOC) Monitoring

Around-the-clock monitoring of protected workloads and endpoints by DIAMATIX's dedicated cybersecurity analysts.

Real-Time Threat Detection

Leverages behavioral analytics, anomaly detection, and global threat intelligence to identify and escalate real threats as they emerge.

Analyst-Led Investigation

Every alert is reviewed, triaged, and classified by the DIAMATIX SOC to reduce false positives and ensure meaningful action.

Automated Incident Response

Integration with Acronis enables automatic execution of predefined playbooks, such as isolating infected devices or terminating malicious processes.

Detailed Incident Reporting

Each verified incident includes root cause analysis, recommended remediation steps, and mapping to the MITRE ATT&CK framework.

Native Integration with Acronis

No external consoles required. Users access all MDR functions directly through the Acronis Cyber Protect Cloud portal.

Security Enhancements

- Integrated threat intelligence from both global and DIAMATIX sources.
- Enhanced parsing and correlation of telemetry data from Acronis agents.
- Role-based access control and audit logging to support multi-tenant environments.
- Privacy-aware processing with support for data minimization and compliance requirements (e.g., GDPR).
- **DIAMATIX SIEM/XDR platform is hosted in a TIER 3+ certified data center located in the European Union**, ensuring high availability, physical security, and regulatory compliance.

System Requirements

- Active subscription to Acronis Cyber Protect Cloud.
- Acronis agents installed and active on monitored endpoints.
- MDR 360° for Acronis enabled via the Acronis CyberApp catalog.

Known Limitations (v1.0.0)

- Escalation and alerting policy customization requires direct coordination with DIAMATIX SOC (self-service planned in future updates).
- External SIEM and SOAR integration is not available in this version.
- Dark web monitoring insights are included in analyst summary reports but not displayed in real-time within the Acronis dashboard.

Planned Enhancements

Self-Service Configuration Portal

Customers will be able to configure alert thresholds, escalation rules, and automated responses via a secure, web-based interface, without needing SOC analyst assistance.

Multilingual Reporting and Dashboard

Support for English, Bulgarian, and Arabic languages will be introduced to improve accessibility for international customers.

Third-Party Integration APIs

RESTful APIs will be released to allow customers and partners to integrate MDR 360° with external SIEM, SOAR, and ITSM platforms.

Advanced Threat Hunting Capabilities

An interactive threat hunting dashboard will be launched, allowing advanced users to query historical telemetry, correlate events, and detect early indicators of compromise.

Customer Portal

A secure Customer Portal will be introduced, giving MDR 360° clients direct access to:

- Real-time incident dashboards and response timelines
- Weekly and monthly threat posture and incident reports
- Ticketing system and communication channel with DIAMATIX SOC analysts
- Access to compliance documentation and audit-ready records
- Subscription and billing overview
- SLA tracking, case resolution statistics, and service insights

The portal will be web-based, available 24/7, and accessible to customers under an active MDR 360° subscription through secure credentials.

Support and Contact

For configuration, incident assistance, or technical support, please contact:

DIAMATIX OOD
Email: soc@diamatix.com
Website: https://diamatix.com
Phone: +359 875328030

End of Document