DEEPWATCH®
NEXA™

Redefining the MDR Experience through a Collaborative Agentic AI Ecosystem

DEEPWATCH™
Always Watching. Always Protecting.

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INTRODUCTION:
Elevating MDR Beyond Operations

Generative AI (GenAI) is rewriting the playbook for cybersecurity. Across the industry, AI is being celebrated for its ability to automate investigations, summarize alerts, and increase analyst productivity. Yet, these operational gains, while important, only scratch the surface of what AI can truly deliver.

At Deepwatch, we believe that real transformation lies not in automating the SOC, but in **elevating customer experience,** making security more transparent, contextual, and collaborative.

With **Deepwatch NEXA**, the MDR industry's **first collaborative agentic AI ecosystem,** we are redefining how providers and customers work together. NEXA combines human expertise, shared intelligence, and AI-driven reasoning to deliver real-time insight, context, and action across the security lifecycle—helping customers move from reactive defense to proactive, business-aligned decision-making.

NEXA does not just make security faster. It makes it clearer, smarter, and more human.

2 THE MDR CHALLENGE:
Data Abundance, Context Scarcity

Security teams today face a paradox: they are drowning in data but starving for clarity. Every enterprise generates enormous volumes of telemetry and alerts. Yet few have the unified visibility or contextual understanding required to make confident, informed decisions.

For MDR customers, this challenge is even more acute. They rely on providers to interpret signals, explain risk, and act decisively—but too often, the experience feels opaque and inadequate. Reports arrive hours after incidents. Detection coverage is difficult to quantify. Customers struggle to connect technical findings to business impact.

Deepwatch's Precision MDR model has always been rooted in closing that gap by combining the power of automation with the insight of human expertise. With NEXA, we are advancing that vision through **agentic AI collaboration** that delivers shared understanding and joint decision-making between Deepwatch and its customers.

3 THE VISION:
AI + Human Collaboration, Redefined

Deepwatch NEXA redefines the MDR experience by creating a living ecosystem of intelligent agents that collaborate with humans in the loop—uniting analysts, customers, and AI—under a shared purpose: clarity and confidence in every security decision.

Each NEXA agent has a defined specialty, from posture assessment to detection optimization, ticket analysis, investigation, narrative creation, and response coordination. Together, these agents form a connected intelligence layer that continuously learns, adapts, and improves.

However, NEXA's real innovation is not in automation. It is in collaboration.

- Deepwatch analysts use NEXA to analyze complex threats quickly and communicate outcomes clearly.

- Customers use NEXA to explore data, ask questions in plain English, and understand their current risk posture in real time.

The result is a new model for MDR, one where AI augments human expertise and strengthens the partnership between provider and customer.

4 From Data Overload to Continuous Improvement Through Connected Intelligence

In a traditional MDR environment, security data is siloed across tools, dashboards, and reports. **NEXA eliminates** that **friction**. By **unifying** telemetry, tickets, threat intelligence, and **context** across systems, NEXA delivers a single conversational interface for understanding risk and performance.

Customers can ask:

- *"Which vulnerabilities pose the highest business risk right now?"*
- *"How does my current detection coverage compare to last quarter?"*
- *"What is my security posture related to this 0-day vulnerability?"*

NEXA's six AI agents—spanning SOC operations and customer experience—work collaboratively to elevate security outcomes and enable end-to-end intelligent security operations. Each agent addresses a critical capability gap in modern security operations:

CTEM Agent	Provides real-time exposure insights and board-ready reporting by correlating signals from across the security stack, delivering unified, actionable visibility into an organization's risk landscape.
Detection Advisor Agent	Optimizes detection strategies aligned with MITRE ATT&CK, identifying coverage gaps, validating detections, and guiding continuous tuning. It provides visibility into real-world threat actors and campaigns, helping organizations prioritize defenses based on actual business impact.
Ticket Analyzer Agent	Performs deep analysis across historical and active tickets to identify patterns, relationships, and emerging threats.
Investigative Agent	Coordinates activities to enrich data and execute investigation steps to pull in relevant context.
Narrative Agent	Transforms investigation data into clear, contextual threat summaries.
Response Agent	Collaborates with customers to drive swift, effective containment.

Unlike traditional automation tools that act in isolation, NEXA agents learn from every interaction, linking detection, investigation, and response into a continuous feedback loop.

Each action reinforces the next, creating a cycle of continuous posture improvement. The more NEXA interacts with data, analysts, and customers, the smarter and more tailored its recommendations become.

This closed loop ensures that Deepwatch customers do not just respond to threats— they stay ahead of them.

5 REAL-WORLD IMPACT:
## From Threat Advisories to Better Threat Posture

Consider a real-world scenario: a new critical vulnerability, CVE-2025-53770, is discovered in a widely used enterprise platform. Within hours, Deepwatch's Adversary Tactics & Intelligence (ATI) team publishes a detailed threat advisory outlining the exploit and mitigations.

Inevitably, customers would ask, *"Am I impacted?"* and it would take days or weeks to find answers to this critical question.

NEXA agents respond instantly, summarizing complex data into clear, contextual answers that connect security performance to business outcomes:

- **The CTEM Agent** identifies vulnerable assets and prioritizes exposure based on risk.

- **The Detection Advisor Agent** confirms existing detection coverage and recommends additional rules.

- **The Ticket Analyzer Agent** surfaces any related open cases, summarizing investigation details and status.

- **The Response Agent** recommends guided containment actions for analyst and customer approval.

What once took hours of coordination now happens in minutes, with every step clearly communicated to the customer. NEXA transforms complex, cross-team workflows into a unified, transparent customer experience that builds trust and accelerates outcomes.
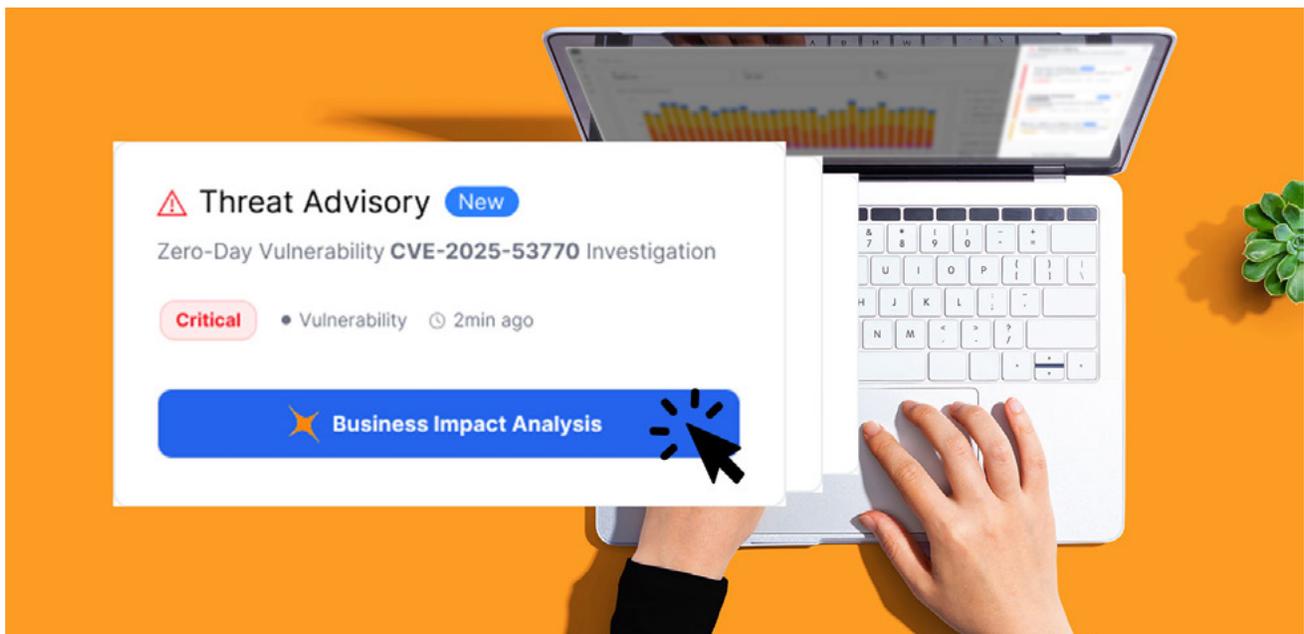
While others in the industry focus on automating analyst tasks, Deepwatch NEXA focuses on collaboration and transparency with innovative features:

- NEXA translates technical data into business language producing board-ready insights that connect threat activity to measurable business impact.

- From detection to response, NEXA integrates six AI agents into a seamless experience by linking investigations, reporting, and action through shared intelligence.

- Through natural language interaction, NEXA makes complex cybersecurity accessible to anyone, from analysts to executives.

- NEXA enables continuous cooperation between Deepwatch analysts, customers, and AI, improving communication, trust, and decision quality.

- Every NEXA action operates within defined guardrails under human oversight, ensuring automation always remains transparent and accountable.
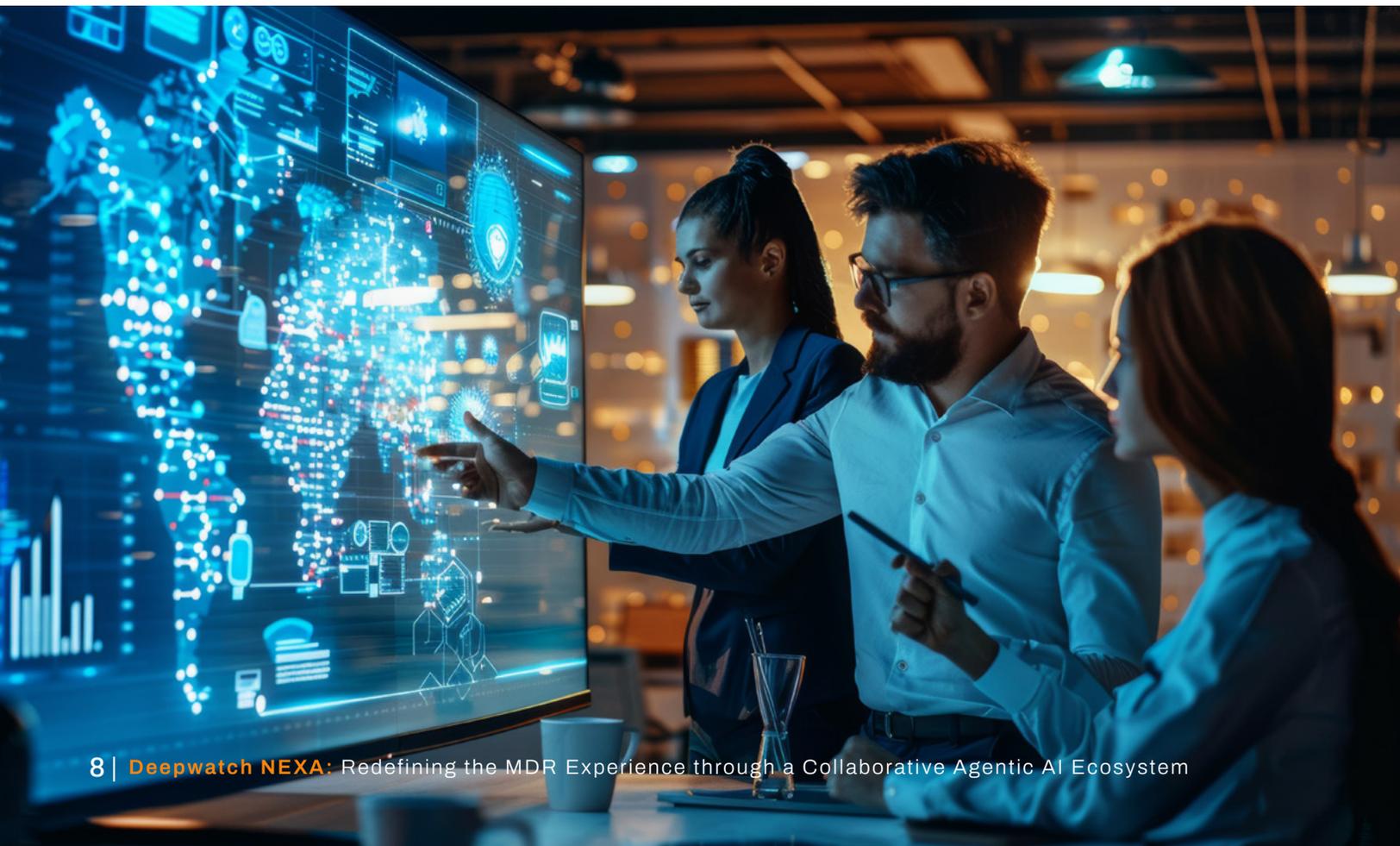
7 THE FUTURE:
Customer Experience Transformed

The future of MDR will be defined not only by how fast providers detect threats, but also by how clearly they help customers proactively understand and manage them.

Deepwatch NEXA represents that future. MDR transforms from a service into a strategic partnership that enables customers to:

✴ Democratize Security Outcomes: Unify data and insights from across tools and sources to provide a complete view of your security posture. Empower anyone to explore data, ask questions in plain English, and make faster, smarter decisions.

✴ Continuously Improve Posture and Coverage: Identify exposures, coverage gaps, and detection priorities in real time so defenses stay aligned with evolving threats.

✴ Accelerate Decision-Making: Move from hours of analysis to seconds of insight. Communicate risk clearly, quantify impact, and act decisively with real-time intelligence.

✴ Streamline Response and Operations: From threat advisories to response, NEXA connects data, context, and action to streamline workflows and drive stronger outcomes across the MDR lifecycle.

As the first collaborative agentic AI ecosystem in the MDR industry, NEXA proves that the future of cybersecurity is not just AI-powered—**it is AI-partnered.**

8 Conclusion

The MDR market has long focused on efficiency by reducing mean time to detect, respond, or contain. Deepwatch's vision goes further with superior customer experience and improved productivity for SOC analysts. With NEXA, we are redefining what it means to experience MDR for customers and analysts. Through collaborative, conversational AI and human expertise, we are giving customers what they have always needed most: clarity, confidence, and connection. GenAI is not just changing how Deepwatch operates, it is changing how our customers feel about their security.

NEXA™

DEEPWATCH NEXA
Where AI and human insight unite to deliver security understanding at the speed of thought.

SEE DEEPWATCH NEXA IN ACTION

Deepwatch® is the leader in Precision MDR powered by AI and humans. We amplify human expertise with AI insights to reduce the risks that matter most to your business. Our protection is proactive, preemptive and responsive, tuned to your business, with no black boxes, and watched by experts 24/7/365.

DEEPWATCH™
Always Watching. Always Protecting.

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