



## What does trackd do?

trackd delivers a unified vulnerability management solution (find and fix vulnerabilities with a single platform).

# Frequently Asked Questions for MSPs and MSSPs

## What Makes trackd Different from the Other Vulnerability Management Products?

Three things:

1. We're the only solution that provides data on how disruptive patches have been on other networks so patching teams have insight into how likely the patch is to break something.
2. We're free. Users can find and patch their vulnerabilities with our platform at no charge now and forever.
3. We were built from a blank sheet of paper to be an organically unified platform that both identifies and patches vulnerabilities in the same solution.

## How does trackd help my clients?

There are 3 primary means by which bad actors attack organizations: unpatched vulnerabilities, credential theft, and phishing. The unpatched vulnerabilities category is responsible for well over half of all successful breaches. Using trackd helps you protect your clients from the most likely type of cyber attack.

## How does trackd help my MSP's bottom line?

trackd is completely free to use until 2024. But, the ability to use trackd to find and fix vulnerabilities will remain free forever (we'll eventually monetize a premium version).

So, you can use trackd to protect your clients at no cost to you forever, essentially adding it to your security stack for free. Or, you can choose to charge your clients for a vulnerability management service, yielding 100% margins on any revenue you enjoy from that trackd-based offering.

## trackd is Free? That Sounds Too Good to be True. How Does trackd Make Money?

Every time a user installs a patch with our solution, we collect data on that experience. Specifically, we want to know if applying the patch caused a disruption. We take that disruption data, anonymize it, and then share it with everyone else on our platform. Eventually, we'll offer a premium version of the platform that will likely include this disruption data and some advanced features.

## So trackd Identifies *and* Patches Vulnerabilities?

Yes. We built our platform from the ground up to unify the identification of vulnerabilities as well as their remediation, seamlessly.

## Does trackd Use an Agent?

Yes. We use a very lightweight agent to collect meta-data on the device. The trackd agent idles at 0% CPU, and uses much less than 1% even when communicating with our cloud application, where all correlations and analysis is conducted.

## Does trackd Cover Zero-Days?

We pull CVE data from the NIST National Vulnerability Database (NVD) as well as from software vendor feeds. As soon as a new vulnerability is added to those sources, our solution will include it in our correlation analysis and therefore identify it on our users' devices. The same goes for patches; when they're available from the vendors, they'll be available in our platform.

