

Atera manages your devices and tickets. TecnetSOC is the SOC that watches over your security for you, day and night.

With Atera, antivirus, EDR, and backup come from other vendors, each with its own invoice; the external SOC requires a minimum of 20 devices, and your technician still handles operations. **With TecnetSOC, a single service per device, with our own analysts 24/7.**



44

capabilities where TecnetSOC goes further

6

capabilities where we match

0

capabilities where Atera outperforms TecnetSOC

Of the 50: 44 where we go further and 6 where we match

Same list of 50 capabilities and same criteria for TecnetSOC and Atera: each one's most complete published offering, with the source for every data point. [How we did it](#)

[Request the 30-day Response trial](#)

[or start free with Visibility, up to 10 devices](#)

tecnetone.com/en/services/soc-as-a-service

- ✓ 24/7 agentic SOC in LATAM, the US, and Europe
- ✓ Native Spanish and multilingual support
- ✓ Human Gate on critical actions
- ✓ ISO/IEC 27001:2022 certified operations
- ✓ Critical: notification and investigation start within 30 min (target)

Public information reviewed as of September 29, 2026. Version 2026.09. Informational comparison prepared by TecnetOne, not affiliated with the brands mentioned.

— BEFORE YOU COMPARE

Atera is an IT management platform (RMM and help desk); it is not a managed SOC service, and its advanced security is added through products from other vendors. These are products that are purchased and run separately, and not all of them integrate natively with each other. This comparison shows, capability by capability, how much of what TecnetSOC includes Atera covers on its own and what you would have to add in products, contracts, and staff.

— WHAT SETS US APART

Differences you notice day to day

01

You pay per technician, you do the operating

WITH ATERA
You pay a license for each technician: the platform provides tools, but monitoring, applying patches, and handling alerts is still your team's job. [1]

WITH TECNETSOC
You pay per device and TecnetOne runs your security: you don't add technicians or shifts to cover it.

02

External SOC with a 20-device minimum

WITH ATERA
24/7 monitoring with analysts is provided by another vendor, such as Cynet, with a minimum of 20 billed devices even if you use fewer. [2]

WITH TECNETSOC
The SOC belongs to TecnetOne: AI agents investigate every alert, and our own analysts respond 24/7 in your time zone.

03

A vendor for every layer

WITH ATERA
Antivirus, EDR, email, and vulnerability management come from other vendors in the App Center, billed by vendor and with technical support from each one. [1]

WITH TECNETSOC
SIEM, EDR/XDR, email, identity, NDR, and patching come in a single service operated by TecnetOne, in the most complete offering.

04

You test and prioritize every patch

WITH ATERA
Your technician configures the profiles, Atera recommends validating first in a test environment, and prioritizing by risk requires adding Vicarius, billed per device. [3]

WITH TECNETSOC
The SOC prioritizes based on real-world exploitation (CISA KEV and EPSS), validates in a pilot, and considers each vulnerability closed only when the scanner confirms it.

05

Its AI handles tickets, not threats

WITH ATERA
Robin is a first-line (tier 1) IT support add-on: it resets passwords, restarts services, frees up disk space, and installs approved software. [4]

WITH TECNETSOC
AI agents investigate and correlate every security alert, and a person approves every critical action before it runs.

06

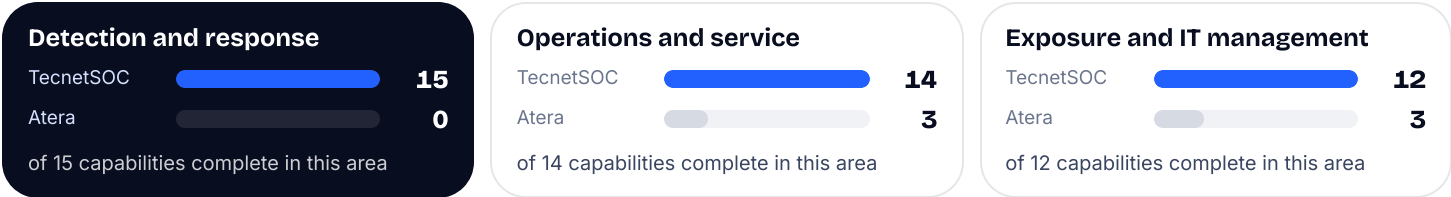
Operations reports, not business reports

WITH ATERA
Advanced reports analyze tickets, devices, and software for IT operations; customizing them requires the Power plan or higher. [5]

WITH TECNETSOC
You get an executive summary every morning at 7:30 a.m. and automated reports, from weekly to annual, in business language.

— WHERE THE DIFFERENCE LIES

The three areas with the biggest gap



— CAPABILITY BY CAPABILITY

TecnetSOC and Atera, side by side

Capability	TecnetSOC	Atera IT management	Evidence on Atera
✓ Offers it ✗ Not part of its published offering	⊕ Offers it as an add-on ⦿ Your team provides it	⦿ Partial, limited, or requires another contract ? No public evidence	
Operations and service	14 of 14	3 complete + 4 partial	
24/7 security operations center (SOC) with human analysts	✓	Your team provides it	No SOC of its own; 24/7 human coverage only with Cynet's CyOps MDR (Elite plan) [2]
AI agents that investigate and filter alerts before passing them to an analyst	✓	✗	Robin resolves IT tickets; it doesn't investigate security alerts [6]
Human Gate: a person approves every critical action before it runs	✓	✗	No human security gate; Robin acts only on low-risk IT tasks [7]
AI investigation assistant in the portal that cites its sources	✓ Neo	⦿	AI Copilot assists the technician with IT; it is not a security analyst with sources [6]

Capability	TecnetSOC	Atera IT management	Evidence on Atera
☒ Offers it ☒ Offers it as an add-on ☒ Partial, limited, or requires another contract ☐ No public evidence ☐ Not part of its published offering ☐ Your team provides it			
Operations in LATAM, the US, and Europe, with analysts in your time zone	☒	Your team provides it	No operations of its own in LATAM; presence only through distributors, with no analysts [8]
Analysts, support, and portal in native Spanish	☒	☒	Support chat in Spanish according to its knowledge base; no confirmed Spanish-speaking security analysts or Spanish portal [8]
Leadership reports in Spanish and in business language	☒	☒	IT operations reports; customization only from the Power plan up; not aimed at leadership [9]
Published notification and investigation start times by severity	☒ Critical: 30 min (target)	Your team provides it	Does not publish notification or response times by severity [10]
Executive summary every morning: what happened in the last 24 hours	☒ 7:30 a.m.	Your team provides it	No daily executive security summary [6]
Automated weekly, monthly, quarterly, and annual reports	☒	☒	Schedulable IT reports; no documented quarterly or annual cadence [9]
Assigned technical account manager (TAM) and quarterly reviews	☒	Your team provides it	No published TAM or quarterly reviews for IT providers [10]
24/7 contact with support or security staff	☒	☒	24/7 chat and email support included in all plans; its knowledge base lists chat in English, French, German, and Spanish, among other languages [11]
Independent certification of operations (ISO 27001 or SOC 2 Type II)	☒ ISO/IEC 27001:2022	☒	Atera states ISO/IEC 27001 and SOC 2 Type 2 [12]
Fast start with a software agent: your devices' activity, visible within hours	☒ Typical: 2 to 4 hours	☒	Lightweight agent, fast start highlighted in reviews, trial with no card required [13]
Detection and response	15 of 15 	0 complete +5 partial	
Continuous monitoring and event correlation (SIEM), aligned with MITRE ATT&CK (a reference framework of attack techniques)	☒	☐	No SIEM of its own or in its App Center [6]
Advanced protection on every device (EDR/XDR): malware, ransomware, and vulnerability exploitation	☒	☒	EDR and antivirus only from third parties: Bitdefender, ESET, ThreatDown, Cynet [2]
Web filtering on the device	☒	☒	Web protection only via third-party antivirus from the App Center [14]
Intrusion detection (IDS/IPS)	☒	☐	No IDS/IPS [6]
Threat detection on the internal network (NDR)	☒	☐	Network Discovery scans ports and CVEs; it is not threat detection [15]
Documented investigations enriched with threat intelligence	☒	☒	Intelligence-driven investigation only within Cynet's MDR [16]
Incident management with a case log and response time measured per case	☒	☒	PSA tickets with IT SLAs; security incidents only via Cynet [6]
Response with device isolation and IP address blocking	☒	☒	Device isolation depends on third-party EDR (Cynet or others) [2]
Incident response with root cause analysis	☒	Your team provides it	Incident response only with Cynet's CyOps team [2]
Identity posture: MFA, privileged accounts, and conditional access	☒	☐	No identity posture module [6]
Zero Trust: secure DNS, application access, and control of unauthorized applications (shadow IT)	☒	☐	No Zero Trust, secure DNS, or shadow IT [6]
Cloud security: alerts and posture	☒	☐	No cloud security or posture [6]
Email security: spam, phishing, malware, and impersonation fraud (BEC)	☒	☐	No email security of its own or in its App Center [14]
Security awareness: phishing simulations and training with metrics	☒	☐	No security awareness or phishing simulations [6]

Capability	TecnetSOC	Atera IT management	Evidence on Atera
☒ Offers it ☒ Offers it as an add-on ☒ Partial, limited, or requires another contract ☐ No public evidence			
☐ Not part of its published offering ☐ Your team provides it			
Prioritized security recommendations with an approval workflow	☒	☐	No security recommendations with an approval workflow [6]
Exposure and IT management	12 of 12	3 complete +5 partial	
Unified asset and software inventory	☒	☒	Native RMM hardware and software inventory [6]
Vulnerabilities prioritized by severity and likelihood of exploitation (CVSS, EPSS)	☒	☒	Natively only CVE and CVSS on patches; full management via Vicarius vRx [17]
Priority for flaws already being exploited (CISA KEV catalog)	☒	☒	Exploitation-based prioritization only with Vicarius vScore [18]
Operating system and third-party application patching	☒	☒	Native patching for Windows, macOS, Linux, and third parties via WinGet, Chocolatey, Homebrew [19]
Provider-operated patching, with published timelines by severity	☒ Critical: 48 h (target)	Your team provides it	Patching is performed by the IT provider; no published timelines [20]
Closure verification: the scanner confirms the vulnerability is gone	☒	☒	Scan-based closure verification only with Vicarius vRx [21]
Patch validation in a pilot group before rollout	☒	☒	Group profiles allow a manual pilot; no formal validation workflow [20]
External attack surface: what your company exposes on the internet, with a risk score	☒ Score from 0 to 100	☐	No external attack surface [6]
Alerts for domains that imitate your brand and for exposed credentials or keys	☒	☐	No typosquatting or exposed secrets detection [6]
Annual penetration test (pentest)	☒ Annual	Your team provides it	No pentesting [6]
Remote monitoring and management (RMM)	☒	☒	RMM is the core of the product [6]
Uptime monitoring (NOC)	☒	☒	Uptime monitoring and alerts; does not offer NOC as a service [6]
Backup and continuity	3 of 3	0 complete +2 partial	
Backup for servers, files, databases, virtual machines, and Microsoft 365	☒ Add-on	☒	Backup only via Acronis as a per-GB add-on [14]
Immutable backup vault (cannot be altered or deleted), isolated per customer	☒ Add-on	☒	Immutability depends on Acronis; Atera doesn't document it [14]
Disaster recovery with drills and measured recovery time (RTO)	☒ Add-on Measured RTO	☐	No disaster recovery with drills or measured RTO [6]
Compliance	6 of 6	0 complete +0 partial	
Monthly evidence ready for auditors and insurers	☒ Monthly	☐	No public evidence of evidence packages for auditors [6]
Readiness for ISO 27001, SOC 2, and PCI DSS with shared controls	☒ Add-on	☐	No GRC platform [6]
Mexican regulatory readiness: CNBV Fintech, data protection (LFPDPPP), and NOM-024	☒ Add-on	☐	No Mexican regulations [6]
Risk management, controls, statement of applicability, and internal audits	☒ Add-on	☐	No risk or controls management [6]
Auditor portal with an evidence room and a public trust page (trust center)	☒ Add-on	☐	No auditor portal or Trust Center for the customer [6]
Business continuity, vendor risk, and data breach management	☒ Add-on	☐	No business continuity, vendor risk, or breach management [6]

Capability	TecnetSOC	Atera IT management	Evidence on Atera
✓ Offers it ✗ Not part of its published offering	⊕ Offers it as an add-on ⦿ Your team provides it	⦿ Partial, limited, or requires another contract ? No public evidence	
How it's purchased	Not counted		
Per-device pricing, with plans that stack	✓ Per device	⦿	Charges per technician with unlimited devices; security add-ons per device [22]
Free plan to get started	✓ Up to 10 devices	✗	No permanent free plan for IT providers [23]
Free trial in your real environment	✓ 30 days	✓	30-day free trial with no card required (without Robin) [23]
Available under your IT provider's brand	✓	⦿	A tool for the IT provider to operate; partial own branding in the portal [24]
Full coverage	50	6 +16 partial	

What your team would have to provide to run it 24/7: people, shifts, response times, a daily summary, incident response, and operated patching. TecnetSOC includes them in the service.

— NEXT STEP

From tool to service, with no implementation project

You install a single agent, see your devices' activity within hours, and our analysts operate 24/7 in your language.

The first agentic SOC in Spanish: platform, analysts, and support.

Request the 30-day Response trial

Start free with Visibility (up to 10 devices)

Or talk to a specialist

tecnetone.com/en/services/soc-as-a-service

HOW THE RESPONSE TRIAL WORKS

1

You install a single agent

2

You get the executive summary every morning

3

You decide with data from your environment

— APPENDIX

Methodology and sources

Who prepared it and how

We prepared it at TecnetOne and show you the source for every data point. The list of capabilities is based on the TecnetSOC catalog. We evaluated each provider's most complete published offering, including its own add-ons, and ours with the same rigor. We used only public information (official websites, documentation, and press releases) reviewed as of September 29, 2026.

What each status means

Offers it: the provider delivers it, operates it, and is accountable for it within its service, wherever the technology comes from. Add-on: available at an additional cost. Partial: limited scope, or requires another contract or another operator. No public evidence: no public information confirms it at the time of review; this does not mean the provider doesn't offer it. Not part of its published offering: its documentation indicates it is not included. Your team provides it: with a tool, that capability depends on your staff, your shifts, and your response times, not on the provider. When in doubt between two values, we chose the more conservative one.

How we make corrections

A provider may offer something it doesn't publish: confirm it directly with them. If you see outdated or incorrect information, write to us through our contact form and we'll correct it in the next version. We review this comparison every quarter and whenever a provider's published offering or our catalog changes.

Evaluated for Atera: Atera (highest IT provider plan, Superpower or Enterprise, with Robin and App Center add-ons: Vicarius vRx, Cynet, antivirus, Acronis, Network Discovery, Splashtop), reviewed Sep 29, 2026

Evaluated for TecnetSOC: TecnetSOC in its most complete offering (Compliance plan, with the TecnetProtect and TecnetGRC add-ons), platform catalog soc.catalogo.tecnetone.com and tecnetone.com/servicios/soc-as-a-service, reviewed Sep 29, 2026. Same standard as the others. Add-ons at an additional cost count as part of the offering, just like the other providers' own add-ons.

1. support.atera.com/hc/en-us/articles/22825846191260-Atera-Subscripti... (Differences you notice day to day)
2. support.atera.com/hc/en-us/articles/23303868561564-Cynet-FAQ (Differences you notice day to day)
3. support.atera.com/hc/en-us/articles/115015878807-Atera-s-patch-mana... (Differences you notice day to day)
4. support.atera.com/hc/en-us/articles/20037204628124-Atera-s-Robin (Differences you notice day to day)
5. support.atera.com/hc/en-us/articles/23345178274716-Advanced-Reports... (Differences you notice day to day)
6. www.atera.com/ (AI agents that investigate and filter alerts...)
7. www.prnewswire.com/news-releases/atera-launches-it-autopilot-usher... (Human Gate: a person approves every...)
8. ateralatam.com/ (Operations in LATAM, the US, and Europe, with analysts...)
9. www.g2.com/products/atera/reviews (Leadership reports in Spanish and in business...)
10. www.atera.com/pricing/ (Published notification and investigation...)
11. support.atera.com/hc/en-us/articles/115015421648-Contact-Customer-S... (24/7 contact with support or security staff)
12. support.atera.com/hc/en-us/articles/15190658626972-Security-at-Atera (Independent certification of operations (ISO 27001...))
13. capterra.com/p/144309/Atera/reviews/ (Fast start with a software agent: your...)
14. www.atera.com/integrations/ (Web filtering on the device)
15. support.atera.com/hc/en-us/articles/4755735768860-Network-Discovery... (Threat detection on the internal network (NDR))
16. www.businesswire.com/news/home/20240227682136/en/Atera-and-Cynet-An... (Documented investigations enriched...)
17. support.atera.com/hc/en-us/articles/16497496781980-Patch-Management... (Vulnerabilities prioritized by severity...)
18. support.atera.com/hc/en-us/articles/19246548331804-Atera-and-Vicarius (Priority for flaws already being...)
19. www.atera.com/products/patch-management/ (Operating system and third-party application patching)
20. support.atera.com/hc/en-us/articles/360015462840-Automate-software-... (Provider-operated patching, with published...)
21. support.atera.com/hc/en-us/articles/23258001479068-Vicarius-FAQ (Closure verification: the scanner confirms...)
22. www.eesel.ai/blog/atera-pricing (Per-device pricing, with plans that stack)
23. www.flamingo.run/blog/atera-pricing-2026 (Free plan to get started)
24. www.atera.com/blog/how-to-build-customer-portal/ (Available under your IT provider's brand)

Sources and date. This comparison is informational and is prepared by TecnetOne so you can compare, capability by capability, what TecnetSOC includes versus the most complete published offering of each provider mentioned. The list of capabilities is TecnetOne's own catalog and may not include every feature of each provider. We used only public information (official websites, technical documentation, and press releases) reviewed as of September 29, 2026; version 2026.09, reviewed quarterly. "No public evidence" means that no public

information confirms it at the time of review, not that the provider cannot offer it in another way: confirm every detail directly with them. The sources for each data point are in each provider's individual comparison, linked at the bottom of the table.

Trademarks. Third-party names and trademarks belong to their respective owners and are used only to identify them and for informational comparison. None of these providers is affiliated with TecnetOne or sponsors or endorses this document.

TecnetSOC scope. Backup and the compliance platform (TecnetGRC) are add-ons at an additional cost. Our times are service targets for notification and investigation start, not for resolution (critical: 30 minutes, as a target). Patching is subject to the maintenance windows agreed with you and to the applications included in your profile. Compliance is delivered as readiness and evidence, not as certification. TecnetSOC is a TecnetOne service, with ISO/IEC 27001:2022 certified operations, available directly or through your IT provider.



A SOC that speaks your language.

[See outdated or inaccurate information? Write to us and we'll correct it.](#)