

# Incident Containment Retainer

## Shorten Response Times for a Suspected Incident

With the growing volume and severity of cyber incidents, it is inevitable that an organization will fall victim to a security incident. No matter how well protected the network is today, eventually there will be an incident that your incident response team is not prepared to handle. When that day comes, will you be prepared?

Cylance® Consulting's Incident Containment Retainer allows organizations **get access to experienced IR experts who can quickly recognize and contain the threat**. We'll work with you to determine the cause of the breach, identify the targeted systems or data, and use the details of the attack to move the environment into a state of prevention, protecting the network from similar future attacks. By finalizing the procurement and contractual obligations in advance, organizations can **eliminate costly delays in the event of an incident**.

### Service Overview

In the event that an organization suffers a security incident and contacts us by email or telephone, Cylance Consulting will have an IR consultant at the applicable facility within the agreed upon SLA. Our experts will work to contain, mitigate, remediate, and recover from the breach. Cylance Consulting offers four levels of Incident Response Retainer with varying levels of prepaid hours to suit your needs and budget.

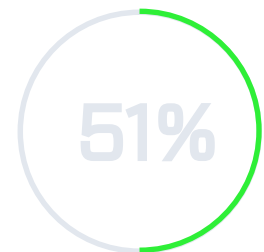
Tiers 1 and 2 provide a guaranteed hourly rate between your organization and Cylance Consulting prior to any incidents occurring. This allows incident response activities to begin unhindered in response to the incident. Customers receive the fastest response times from our IR team under a guaranteed service level commitment.

Tier 3 includes a 20-hour IR Policy Plan and Review that helps determine any gaps in the client's IR policy documentation. Cylance will provide expertise for the client's IR team and ensure that the IR policy document meets all industry best practices and functional requirements. Additionally, Cylance will ensure that this document will be able to pass any follow-on audit from external entities if all remediation activities are addressed.

Tier 4 includes a 40-hour Incident Readiness Assessment (with IR Policy and Plan Review) to help assess your ability to identify, respond, and recover from an incident. Gaps are identified and coupled with strategic recommendations to improve the overall IR program capabilities. Tier 4, as a two-year contract, offers the deepest discount for this bundled service.

### Benefits:

- Guaranteed availability of an experienced incident response (IR) expert in the event of a compromise or suspected breach
- Reduce incident response times and safeguard systems more quickly
- Contain incidents within days, not months
- Eliminate costly delays since contracts are approved in advance
- Convert a portion of your pre-purchased hours to other services in Cylance Consulting's portfolio to enhance your security posture



51% of all incidents in the financial, healthcare, and retail sectors resulted in confirmed data breaches.

Source: 2018 Verizon Data Breach Investigations Report

	TIER 1	TIER 2	TIER 3	TIER 4
Number of Prepaid Hours	40 Hours	100 Hours	200 Hours	400 Hours
Incident Containment Program Development	-	-	20-Hour Policy and Plan Review (included)	40-Hour Readiness Assessment (included)
Utilization Timeframe	1 year	1 year	1 year	2 years
Response Time: Email / Telephone	48-Hour SLA	24-Hour SLA	12-Hour SLA	12-Hour SLA
Response Time: On-site, Continental US	Best Effort	48 Hours En Route	24 Hours En Route	24 Hours En Route
Response Time: On-site, Outside Continental US	72-Hour SLA <sup>1</sup>	72-Hour SLA <sup>1</sup>	48-Hour SLA <sup>1</sup>	48-Hour SLA <sup>1</sup>
Unused Hours Can Be Applied to Other Services	Yes	Yes	Yes	Yes

<sup>1</sup> Subject to travel and visa availability

## Deliverables

Cylance Consulting will furnish a comprehensive report providing:

- Detailed summary of testing results
- Strategic remediation roadmap
- Our findings, including:
  - Name and details of finding
  - Vulnerable host/IP
  - Vulnerability severity
  - Detailed recommendations
  - Screen shots
  - Priorities with assigned owner

Shorten your response times with a pre-negotiated incident response retainer. Contact Cylance Consulting or your technology provider to discuss your incident response needs.

## About Cylance Consulting

- World-renowned experts combine subject matter experts from different practice areas to deliver consistent, fast, and effective services around the world
- Incorporates artificial intelligence into tools and back end data analysis processes to more efficiently and effectively secure the environment and *prevent* attacks
- Utilizes multiple techniques to collect information, assess data, provide a risk profile, recommend actions, and highlight notable strengths for an organization
- Techniques are designed to not impact operations in any way
- Integrated practice areas: ThreatZERO™ Services, Incident Containment, and Compromise Assessments, Red Team Services, Industrial Control Systems Security, IoT and Embedded Systems, and Education



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