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 to 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

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Cylance Consulting is a professional services group of BlackBerry Corporation.
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

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.

<table>
<thead>
<tr>
<th></th>
<th>TIER 1</th>
<th>TIER 2</th>
<th>TIER 3</th>
<th>TIER 4</th>
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<td>40-Hour Readiness Assessment (included)</td>
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<td>24-Hour SLA</td>
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¹ Subject to travel and visa availability

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