Incident Response Retainer

Benefits

- World-renowned Mandiant experts on your side

- Pre-negotiated terms and conditions that reduce response time when it matters most

- Rapid response times that mitigate the overall impact of a breach

- Access to the Mandiant Incident Response Preparedness Service

- Guaranteed response times in the event of a suspected incident

- Flexibility to repurpose unused hours on a variety of technical and strategic services

Reduce incident response time and minimize the impact of a security incident

Why Mandiant

Mandiant has been at the forefront of cyber security and cyber threat intelligence since 2004. Our incident responders have been on the frontlines of the most complex breaches worldwide. We have a deep understanding of both existing and emerging threat actors, as well as their rapidly changing tactics, techniques, and procedures (TTPs).

Overview

The Mandiant Incident Response Retainer (IRR) allows you to establish terms and conditions for incident response services before a cyber security incident is suspected. With an IRR in place, you have a trusted partner on standby. This proactive approach can significantly reduce the response time, thereby reducing the impact of a breach.

The Mandiant IRR gives you flexibility to structure the retainer to fit your organization's needs.

- **Two-hour response time.** Gain peace of mind with a guaranteed response time to reduce the impact of an incident.

- **Prepaid hours.** Purchase a pre-paid block of incident response hours at a discounted hourly rate, with the flexibility to repurpose unused hours on a variety of technical and strategic Mandiant Consulting services within the contract term.

The Mandiant Incident Response Retainer also comes standard with all Mandiant Expertise On Demand subscriptions.

TABLE 1. Benefits of prepaid hours.		
Initial Response	**Service-Level Agreement**	**Incident Response Preparedness Service**
• Triage security issue • Provide initial assessment based on Mandiant intelligence and experience • Live response analysis of the systems to identify malicious activity	• Access to a 24/7 incident response hotline • Initial contact (via email or phone) within two hours: The first contact is with a Mandiant incident responder who can immediately help with triaging the incident • Case is accepted once Mandiant experts and client deem that incident response services are needed	• Review of existing monitoring, logging and detection technologies • Ensure ability to quickly contain an incident • Review of current network and host architecture • Evaluation of first response capabilities • Collaborative planning for typical response scenarios • Recommendations for areas of improvement

TABLE 2. Available Mandiant Consulting services for repurposing prepaid hours.		
Technical Services	**Strategic Services**	**Education Services**
• Compromise Assessment • Red Team Assessments • Penetration Testing	• Cyber Defense Assessment • Strategic Program Assessment • Incident Response Tabletop Exercise • Cyber Defense Center Development	• Incident Response and Forensics • Malware Analysis • Cyber Security and Intelligence

Add more flexibility from purchasing the Incident Response Retainer through Expertise On Demand, to access additional consulting services.