**CYLANCE** CONSULTING

Benefits

- Guarantee availability of an experienced incident response and containment (IRC) expert in the event of a compromise

- 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

73%
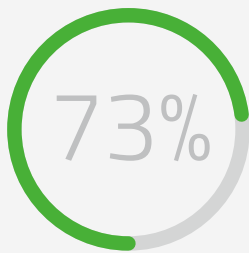
More than seven in 10 U.S. organizations were affected by a data breach in the past two years.

Source: 2018 Global Threat Report | 451 Group for Thales

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 **access to experienced IRC 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 IRC 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 retainer:

- **Tier 1: Zero Dollar Retainer**
  This retainer is a contractual agreement guaranteeing an hourly rate between your organization and Cylance Consulting prior to any incidents occurring. This allows incident response activities to begin unhindered and charges are only incurred after engaging Cylance Consulting in response to the incident. SLAs are provided as a best effort.

- **Tiers 2 to 4: Retainer with Prepaid Hours and Service Level Agreement**
  A pre-paid retainer guarantees the fastest response times from our IR team under a guaranteed service level commitment. Tiers 3 and 4 include an Incident Readiness Assessment, free of charge, 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 IRC program capabilities. Tier 4, as a 2-year contract, offers the deepest discount for this bundled service.

Benefits

- World-renowned experts work synergistically across practice areas to deliver consistent, fast, and effective services around the world

- Incorporates artificial intelligence into tools and processes to more efficiently and effectively secure the environment to *prevent* attacks from happening

- 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

	Tier 2	Tier 3	Tier 4
Additional Blocks of Hours	Same Discounted Rate	Same Discounted Rate	Same Discounted Rate
Incident Readiness Assessment	No	Yes	Yes
Response Time - Email/Telephone	Guaranteed SLA	Guaranteed SLA	Guaranteed SLA
Response Time – On-site, Continental U.S.	No	Guaranteed SLA	Guaranteed SLA
Response Time – On-site, Outside Continental U.S.	No	Subject To Travel and Visa Availability	Subject To Travel and Visa Availability
Unused Hours Can Be Applied To Other Services	No	Yes	Yes

Deliverables

Cylance Consulting will furnish a comprehensive report detailing:

- Graphic 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.

CYLANCE

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