

# Act fast when seconds count.

Strengthen your  
incident response  
plan with Rapid  
Response Retainer.

**verizon**✓

Solution Brief

Cyber threats can prove disastrous if they aren't handled quickly and capably. Hackers can invade your IT infrastructure, destroy your data, and devastate your reputation. Our Rapid Response Retainer program can help you better manage risk by planning for and reacting to security threats.

The best-defended businesses prepare for the expected and the unexpected. With the support of professionals with expertise in taking on cyber threats, you can respond quickly when threats become potentially damaging security incidents.

## Prepare early, act fast.

The Rapid Response Retainer program can help you plan and defend against possible threats, and take fast action to identify and contain incidents when they take place. This dual approach can help you proactively secure your customers' and partners' sensitive data and maintain their business and trust.

You'll gain a wealth of around-the-clock security support and benefits, including:

- **A designated expert.** You'll be partnered with an experienced Investigative Liaison from the Verizon Research, Investigations, Solutions, Knowledge (RISK) team, who will familiarize himself with your organization and incident response processes, provide security-response training, and lead response efforts if you have a security incident.

- **A cyber incident capability assessment.** Choose from a range of services to help identify how prepared you really are.
- **Access to Verizon RISK intelligence.** Reports, analysis, advice on key risk categories, high-profile security issues, early-warning intelligence, and actionable guidance on how to counter threats—all are at your fingertips.

## Plan and defend against threats, and take fast action to identify, contain, and respond to incidents.

- **An incident escalation hotline.** You'll have access to our 24x7 incident hotline, staffed by investigators who can assist with incident scoping, containment, investigatory, and evidence-handling best practices.
- **Guaranteed response times.** Should a critical security issue occur, you'll have the peace of mind of knowing we will deliver on your rapid response time service level agreement (SLA).
- **One hundred hours of expert security consulting support.** Use these hours however you like—for investigation support, or for any other Security Professional Services identified in the program. For any additional security support required beyond what's defined in the program, you'll receive a discounted rate and preferred access to our professionals.

## We're ready to help.

All cyber attacks demand fast action. When there's a clear incident or even a threat of one, you have a team of investigators and experts at the ready and just a phone call away.

- Contact us as soon as you suspect a threat. Our competitive response SLAs state you'll have an expert on the case by phone within three hours—and an on-site investigator en route to your premises within 24 or 48 hours, depending on whether you choose the Advanced or Basic service level.<sup>1</sup>
- We'll immediately begin working to pinpoint the source of the suspect network or system activity and determine the full extent of informational losses—and then take the necessary steps to help you contain the breach.
- Beyond identifying attacker tools, techniques, and procedures, we can help preserve and document material evidence critical to litigation and prosecutorial action, and conduct a thorough forensic investigation.

Standard services include:

- On-site data collection
- Forensic imaging and analysis

- Malware analysis
- Electronic data recovery
- Proper evidence handling
- Unbroken chain of custody
- Evidence transition
- Secure evidence transport, storage, and analysis in a forensic analysis environment

**Our investigators span the globe and have handled some of the world's most publicly recognized cybersecurity incidents.**

With the Advanced Plus service level, you can also choose the netflow logging option.<sup>2</sup> We'll collect and store netflow data for at least 30 days on a rolling basis. If an incident occurs, we'll analyze and report on the data using your contracted hours.

## Manage risk expertly.

The Rapid Response Retainer program provides access to some of our most

experienced security consultants. We stand ready to address any threat, with capabilities tailored to effective incident planning and response:

- Support around the globe
- Solutions and services that make us a provider industry analysts recommend
- Network-based intelligence capabilities
- A vendor-neutral approach to deliver the solution that's right for you

We offer the intelligence, experience, and expert analysis to not only track nefarious activity, but to assess how it impacts risk—and how to best defend against it.

## Learn more.

Visit [verizonenterprise.com](http://verizonenterprise.com) to find out more about the Rapid Response Retainer program.

[verizonenterprise.com](http://verizonenterprise.com)

1. Terms and conditions apply.

2. Geographic availability restrictions apply.

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