

# INCIDENT RESPONSE SERVICES

Preparing for a breach is the best way to mitigate the impact and return your organization to normal business operations quickly. And, knowing who and where to turn in an emergency can help minimize the impact to your business.

## EVERYONE IS A TARGET

All organizations are targets. This becomes more evident with each passing day as breaches are announced across all industries and organization size. In a world where all organizations must deal with the increased likelihood of breach, planning is vital, yet often neglected. And with the cybersecurity workforce gap reaching over two million, most organizations will not be able to find skilled people even if incident response is a high priority. Having an experienced team at the ready for when a breach occurs is the goal of GoSecure Incident Response (IR) Services.

Early detection and rapid response are the key requirements to defend against a cyber incident. An organization without a dedicated inhouse incident response team will be challenged to respond quickly to a breach. Moreover, internal IT teams can lack both skills and time to respond to a cyber incident while handling daily routine work.

GoSecure Incident Response Services provide quick access to our top tier security experts who will help reduce dwell time and mitigate the impact. IR Services can also help an organization to align with the requirements and incentives offered by cybersecurity insurance providers.

GoSecure also offers a variety of packaged IR solutions including emergency service and retainers, which provide customers with a range of Service Level Agreement (“SLA”) options, as indicated in the table below.

|                             | EMERGENCY SERVICE | ENTERPRISE RETAINER   | ELITE RETAINER        |
|-----------------------------|-------------------|-----------------------|-----------------------|
| Call Back Guarantee         | 4 Hours           | 2 Hours               | 1 Hour                |
| On-site Guarantee           | Not Included      | Individual Case Basis | Individual Case Basis |
| Level of Effort Included    | 60 Hours          | 125 Hours             | 230 Hours             |
| Dark Web Monitoring Service | Not Included      | Not Included          | Included              |

## Key Features:

GoSecure IR emergency services and retainers help organizations act quickly in the event of an breach and/or anticipate the process required to access technical analytic expertise, including:

- **Call Back Guarantee:** A proactive, around the clock process for engaging GoSecure’s IR team with guaranteed response windows.

- **Level of Effort:** Conduct of the initial triage and response effort, along with a preliminary analysis to scope the nature of any incident.
- **Additional GoSecure Services:** Rapid access to GoSecure technologies as a core element of our IR capabilities (including GoSecure endpoint detection and response solution, GoSecure MDR service, GoSecure Dark web monitoring service etc.)

## GoSecure Incident Response Approach

GoSecure follows a phased approach when responding to an incident.

- **Initial Response:** During the initial phase, we triage the incident and evaluate the current state. We assess current security controls in place and provide guidance on an appropriate response strategy.
- **Investigation:** Where feasible leverage our endpoint technology to quickly assess complex and diverse environments.
- **Containment and Expulsion:** After identification and creating a timeline of the malicious activity we work closely with your team to contain the attack.
- **Remediation and Recovery:** Once the attacker is eradicated from your environment, GoSecure works with your team to enhance the security of your environment to reduce the likelihood of another security incident.

Staffed with the best and most experienced IR talent in the business, our team provide the expertise and tools to help you through a cyber incident. Through the GoSecure IR Service model, we provide remote capability throughout the incident lifecycle, with a guaranteed response time. We also help your ongoing success by providing both strategic and technical recommendations. GoSecure is your partner for planning for, responding to and mitigating the, seemingly, inevitable breach.

GoSecure is recognized as a leader and innovator in cybersecurity solutions. The company is the first and only to integrate an Endpoint and Network threat detection platform, Managed Detection and Response services, and Cloud/SaaS delivery. Together, these capabilities provide the most effective response to the increased sophistication of continuously evolving malware and malicious insiders that target people, processes and systems. With focus on innovation quality, integrity and respect, GoSecure has become the trusted provider of cybersecurity products and services to organizations of all sizes, across all industries globally. To learn more, please visit: <https://www.gosecure.net>.