GUIDEPOINT SECURITY

Digital Forensics & Incident Response (DFIR) Incident Response Retainers

During a Cybersecurity Incident, Time is Critical

By reducing investigative timelines for understanding the scope of an incident, you can minimize your organization's exposure to the threat, associated risks, and subsequent costs. With an Incident Response Retainer that has pre-approved terms, conditions, and hours, you are assured of having a team of experts in place on-demand.

Our team of incident responders is readily available to address escalations for potential security incidents, assist with investigative analysis, and conduct forensic investigations involving potential compromise of sensitive data or critical information assets. Access to these pre-paid retainer hours ensures availability of these resources within the predefined time limits, to help you identify root cause, incident scope, or other activities related to potential threats and reducing investigative timelines.

Key Benefits

- ⊘ Ensures availability of IR experts & assistance within defined SLA's
- ⊘ No prerequisite capabilities or technology required
- ⊘ On-boarding process to build familiarity with your environment, technologies and capabilities, to expedite investigative timelines upon escalation
- ⊘ Resources available for urgent escalations, as well as general DFIR expertise and surge assistance

- ⊘ Capabilities with On-Prem, Cloud, and Hosted solutions
- ⊘ Pre-negotiated terms and conditions to reduce execution timelines
- ⊘ Locked hourly rate for any supplemental IR services during the annual services term
- ⊘ Multi-year options available
- ⊘ DFIR Specialists biographies available upon request

Core Competencies

- ⊘ Network traffic analysis
- ⊘ Log collection and review
- ⊘ Host forensic analysis
- ⊘ Malware analysis and reverse engineering

- ⊘ Forensic disk imaging, memory acquisition and review
- ⊘ Email search and correlation
- ⊘ Remediation recommendations
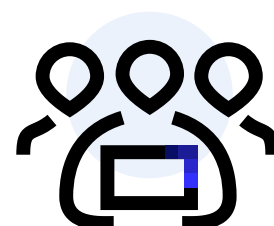
Put a Highly-Trained, ELITE Team on Your Side

More than 70% of our workforce consists of tenured cybersecurity engineers, architects and consultants.

Hundreds of Industry and Product Certifications

IR Retainer Offerings

Level 1	Level 2	Level 3
40	**80**	**200**
pre-paid hours	pre-paid hours	pre-paid hours
$400/hr	**$375/hr**	**$350/hr**
hourly rate	hourly rate	hourly rate

✓ **24 x 7 x 365 IR Hotline for Escalation Support –** Dedicated hotline for GuidePoint Security IR retainer customers

✓ **Service Level Agreements –** DFIR specialists will be accessible to assist within the below timelines, not to be exceeded:

- ⊘ **Four (4) hours** for initial response to escalation and direct phone support
- ⊘ **Eight (8) hours** for remote investigative support and analysis
- ⊘ **Forty-eight (48) hours** for on-site investigative support and analysis

✓ **Unused Retainer Hours –** Convert to other security services at standard rates, including:

- ⊘ **IR Plan Development**
- ⊘ **Playbook/Runbook Creation**
- ⊘ **IR Tabletop Exercises**
- ⊘ **Penetration Testing**
- ⊘ **AppSec Services**
- ⊘ **Cloud Services**
- ⊘ **GRC Services**