GUIDEPOINT® SECURITY

INCIDENT RESPONSE RETAINER

On-Demand Expert Response, Ready Before You Need It

When a cyber incident strikes, delays in engaging qualified responders increase organizational exposure, operational disruption, and recovery costs, making pre-established access essential.

Eliminate response delays by securing guaranteed, SLA-backed access to credentialed incident responders before an incident occurs. GuidePoint Security's Incident Response (IR) Retainers provide pre-approved terms, dedicated 24×7 hotline access, and on-demand forensic expertise across on-premises, cloud, and hybrid environments. Organizations receive pre-negotiated engagement frameworks, locked hourly rates, environment-specific onboarding, and the flexibility to convert unused hours into other security services.

Guaranteed Response, Reduced Exposure

Most organizations recognize the need for incident response capabilities but lack the pre-established relationships and contractual frameworks required to mobilize expertise under pressure.

GuidePoint Security offers IR Retainers that bridge the gap. Every retainer is right-sized to the organization's environment, architecture, and maturity, not templated around a generic playbook. Responders are onboarded into each organization's specific technology stack, escalation workflows, and stakeholder map so they operate as an extension of the internal team from the first call.

With an IR Retainer, organizations can:

- **Eliminate procurement and legal delays** with pre-approved terms and engagement frameworks that activate immediately when an incident escalates
- **Accelerate time-to-containment** with onboarding that maps responders to environments, technology stacks, and escalation workflows before an incident occurs
- **Respond with confidence across every surface** without platform-specific limitations or coverage gaps
- **Lock predictable incident response economics** through tiered retainer models with pre-negotiated hourly rates that hold for the full engagement term
- **Reach dedicated IR specialists around the clock** through a 24×7×365 priority escalation hotline that connects directly to DFIR practitioners
- **Convert unused hours into proactive security services** including tabletop exercises, penetration testing, IR plan development, GRC, and Other GPS service engagements

Stronger Together. Protecting What's Next.

Working with GuidePoint, your organization will be backed by our elite team of highly trained cybersecurity engineers, architects and consultants who come from organizations of all sizes, including Fortune 100 companies, the Department of War, and U.S. intelligence agencies.

GIAC ENTERPRISE INCIDENT RESPONDER GEIR · CERTIFIED INCIDENT HANDLER CERTIFICATION GCIH · GIAC REVERSE ENGINEERING MALWARE GREM · GIAC CERTIFIED FORENSIC EXAMINER GCFE · GIAC DEFENDING ADVANCED THREATS GDAT · GIAC RESPONSE AND INDUSTRIAL DEFENSE GRID

Structured Access to Elite Incident Responders

The difference between a contained incident and an escalated one comes down to how quickly the organization responds. An IR retainer from GuidePoint Security establishes responder access and escalation paths before an incident occurs, so when the call comes in, response starts immediately.

An IR Retainer with GuidePoint Security delivers dependable access to DFIR specialists. When a cyber incident strikes, we're ready to engage across the full incident lifecycle, from initial triage and containment through forensic investigation and remediation, including:

- Malware analysis and reverse engineering
- Network traffic analysis
- Log collection and review
- Forensic disk imaging, memory acquisition, and review
- Host forensic analysis
- Email search and correlation
- Remediation recommendations

Flexible, Predictable Pricing Tiers for Right-sized Engagement

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

Dependable Access to Incident Response Experts

When an incident strikes, every moment is critical. With each retainer, GuidePoint's IR 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

Why GuidePoint Security

When cyber threats hit, you want the best on your side. GuidePoint Security designs, deploys, and delivers tailored cybersecurity solutions that drive real results. We integrate solutions across any environment, faster, smarter, and with less risk to strengthen your defenses. Accelerate your business with confidence and protect what matters most.

About Us

GuidePoint Security brings together proven expertise, great relationships, and leading technologies to solve our client's most complex cybersecurity challenges. As a trusted cybersecurity advisor and partner, GuidePoint keeps people, data, and operations safe. We deliver tailored cybersecurity services that adapt to safeguard the nation's leading organizations today and provide complete confidence in their cybersecurity tomorrow. Stronger Together. Protecting What's Next.

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