

# Incident Response Retainer

## Benefits

- 24/7 emergency response via phone and email escalation paths
- Workshops to understand existing practices in place and improve the readiness state
- Pre-defined terms and agreements with onsite and remote response SLAs that help mitigate impact
- Flexible use of retainer hours to support the organization's needs

**Engage a trusted partner with industry-proven expertise ready to act in the event of an emergency.**

Given today's threat landscape, how organizations respond to a breach is often more relevant than trying to prevent every breach. The difficulties of maintaining skilled resources, having robust investigation and response processes and dealing with technical challenges such as unmanaged devices hinder proactive preparedness for an incident. Without a negotiated set of legal terms and rates, the right processes, both endpoint and network response technology and the expertise on demand, organizations are vulnerable to significant impact in the event of an attack, including financial costs and reputational damage.

Many organizations struggle with incident response (IR) in the era of the broad attack surface that now spans cloud and on-premise, information technology (IT), operational technology (OT) and Internet of Things (IoT). In addition, as attacks now often target organizations through contractors, partners and the supply chain, it is vital for IR processes and personnel to be equipped with situational awareness beyond just the managed infrastructure.

Awake's incident response retainer solutions help provide organizations with resilient and proactive solutions that align our incident responders as if they are a simple extension to your security team. This enables our team to respond quickly with award-winning technology and processes across network and endpoint.

**As organizations consider their incident response needs, key questions include:**

- Does the retainer response team have both network and endpoint capabilities?
- Is the retainer vendor capable of investigating unmanaged devices in case they are used as a persistent foothold?
- Can the solution support non-traditional networks such as cloud and IoT?

## Why Awake Labs?

Unmatched Visibility	Advanced Technology	Expertise
<ul style="list-style-type: none"> <li>• See more across cloud, IoT, IT and OT environments</li> <li>• Detect and respond to threats on third-party, contractor and other unmanaged devices</li> </ul>	<ul style="list-style-type: none"> <li>• Access an AI-powered detection and response platform</li> <li>• Leverage Ava, the world's first cybersecurity expert system for global and vertical-specific insight</li> </ul>	<ul style="list-style-type: none"> <li>• Partner with experts that combine hands-on incident response skills, executive management experience and strategic business acumen</li> <li>• Receive threat analysis and intelligence from Awake's skilled Threat Research group</li> </ul>

## Retainer Offerings

The Awake Labs incident response retainer is a comprehensive solution that provides multiple options to meet your needs.

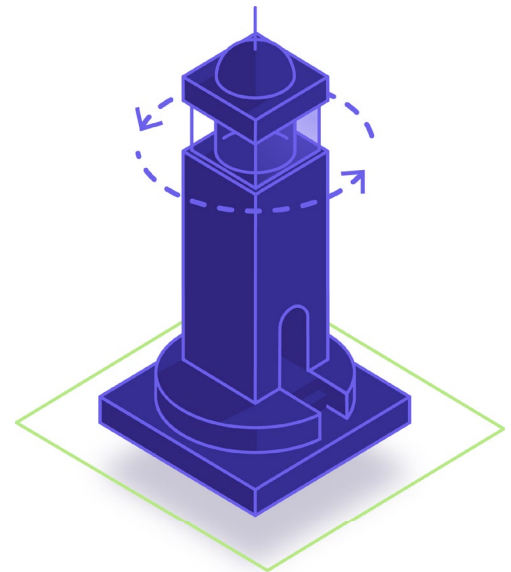
	Rapid Resolution 24x7 Incident Response				Preparation	
	SLA	Remote or Onsite	Visibility	Hours - Unused Option	Readiness	Hourly Rate Discount
<b>Platinum</b>	First response < 4 hours	En route within 24 hours to pre-agreed locations	First 30 days of NTA – up to 5 Gbps included	160 hours optional unused services allocation	Gold + 1 playbook template	44% off total package
<b>Gold</b>	First response < 8 hours	En route within 24 hours to pre-agreed locations	First 30 days of NTA - up to 3.5 Gbps included	80 hours optional unused services allocation	Silver + incident template	42% off total package
<b>Silver</b>	First response < 8 hours	Best effort for onsite during working days	First 30 days of NTA - up to 1 Gbps included	40 hours optional unused services allocation	Remote Readiness Workshop	39% off total package
<b>Bronze</b>	Best effort	Remote only	Additional rates apply for NTA	N/A	N/A	5% off standard rate

Mitigation Impact

## Repurposed Hours

Retainer hours may be repurposed towards any of the following services:

- Incident Response Maturity Assessment
- Incident Response Tabletop Exercise
- Incident Response Plan, Program or Policy Development
- Response Advisory Services
- Incident Response Playbook Development



Are we breached?

Are we ready?

Are we resilient?

### Awake Labs Service Offerings

Awake Labs helps you answer these questions with confidence by combining human expertise with tried-and-tested methodologies and our advanced AI-based platform. Our practitioners have more than 200 years of collective security experience, including responding to some of the most significant breaches in the world.

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