

Incident Management Retainer

Transform incident response for readiness and resilience

Preparing for Incident Response Success

Organizations are embracing transformative technologies, leading to an expanding attack surface, and increasing the risk of attack from ever-evolving adversaries. To help drive effective response and reduce the impact of a cyber incident in this new business reality, organizations need to change how they approach incident response, prioritizing cross-functional planning and preparedness activities that will strengthen detection and response capabilities, and ultimately improve incident readiness and overall cyber resilience.

Overview

The Secureworks Incident Management Retainer (IMR) is an agreement that entitles you to a range of proactive cybersecurity consulting services and priority incident response support. Secureworks will partner with your organization to serve as an extension to your incident response team, ready to assist with preparing for and responding to a variety of cyber events impacting your organization.

Secureworks has supported thousands of global cyber incident response engagements since 2007, enabling insights on key cybersecurity practices, how adversaries exploit weakness in cyber defense, and how best to mitigate cybersecurity control failures before, during or after cyber incidents.

Our Approach

The Secureworks IMR provides your organization with the support and expertise you need to prepare and respond to a variety of incident types. To help unlock greater value from your IR retainer, the IMR tiering model gives access to prepaid service units for a wide range of proactive consulting services in addition to dedicated prepaid Emergency Response hours. The IMR features well defined standard and enhanced response time SLAs as well as access to the collective expertise of seasoned responders, consultants and researchers.

Customer Benefits

- Reduce impact of a cyber incident and ensure quick, effective response and threat remediation
- Align your response support model to current maturity and objectives
- Build assurance with an accredited team of experienced incident responders and researchers
- Gain confidence and speed in your response with increased visibility and advanced detection capabilities
- Access expert help to plan, validate and guide improvements

Incident Management Retainer (IMR)				
	Value Retainer	Base Retainer	Essential	Essential Plus
Emergency SLAs				
<i>Initial Contact</i>	4 hrs	4 hrs	2 hrs	2 hrs
<i>Remote Support</i>	24 hrs	24 hrs	12 hrs	12 hrs
<i>On-site Support¹</i>	Best Effort	48 hrs	36 hrs	36 hrs
Prepaid Emergency Hours ²	✓	✓	✓	✓
Prepaid Service Units ²		✓	✓	✓
Planning Workshop & Proactive Services Roadmap			✓	✓
Recurring Touchpoints with IR SME			✓	✓
Annual Executive Brief				✓

¹On-site Response SLA Available in European Union member states, the Schengen Area, United Kingdom, and the United States of America
²Preferred incremental pricing for both emergency and proactive services

Solution Features

- Standard and Enhanced SLA Options
- Tiered pricing structure designed to accommodate varying budgets, pain points and organizational objectives
- Leverages proprietary, purpose-built response technologies including Red Cloak™ security analytics
- Wide range of consulting services under a single retainer
- Discounted rate for add-on Emergency IR and Proactive Services

IMR Services

Proactive Consulting Services			Emergency Incident Response
Incident Readiness & Advisory Services	Workshops & Exercises	Testing & Validation Services	Emergency Incident Response
IR Readiness Assessment	IR Workshops and Exercises	Threat Hunting Assessment	Incident Response Remote and On-site
IR Plan Review / Development	Threat Intelligence	Adversarial Security Testing Services	Digital Forensic Analysis
Security Advisory Services			Malware Analysis and Reverse Engineering



If your organization needs immediate assistance call our **Global Incident Response Hotline (24x7x365)**. **+1-770-870-6343**

About Secureworks

Secureworks® (NASDAQ: SCWX) is a technology-driven cybersecurity leader that protects organizations in the digitally connected world. Built on proprietary technologies and world-class threat intelligence, our applications and solutions help prevent, detect, and respond to cyber threats. More than 4,000 customers across over 50 countries are protected by Secureworks, benefit from our network effect and are Collectively Smarter. Exponentially Safer.™



For more information, call **1-877-838-7947** to speak to a Secureworks security specialist. secureworks.com