

Flexible Incident Response Assistance

Gain peace of mind with guaranteed, commitment-free priority response and flexible consumption

Overview and Benefits

Secureworks® Incident Response Assistance (IRA) provides organizations with the response capabilities needed to ensure preparedness to respond effectively in the event of a cyber incident.

In this period of unprecedented pressures due to COVID-19, Secureworks offers a Flexible IRA to organizations with mandates for public safety and essential services,* to help ensure mission critical organizations do not fall prey to malicious attacks that could disrupt their ability to support our communities. Our goal is to:

- Provide round-the-clock access to Secureworks incident response experts
- Accelerate response and the ability to take appropriate response actions
- Mitigate risk and disruption caused by relentless adversaries

Key Features

Our team helps mitigate cyber risk with effective incident response and threat remediation if and when you need it.



Quick Response

- Access to 24x7 Incident Response Hotline
- Access to subject matter experts through guaranteed SLAs
- 4 Hour Callback SLA
- 24 Hour Remote Emergency IR SLA



Flexible Consumption, No Commitments

- Establish flexible terms and conditions for incident response with zero upfront fees
- Pay only for the hours you need
- No minimum commitment required



Incident Response Expertise

- Access to an accredited team of seasoned incident responders and researchers
- Access to proprietary purpose-built response technologies, enriched with years of attacker and threat group data
- Access to methodologies enriched with front line insights

Emergency Services Include:

- Digital forensic analysis
- Malware analysis & reverse engineering
- Network, log and host analysis



Global Incident Response Hotline (24x7x365):

+1-770-870-6343



More information:

1-877-838-7947 to speak to a Secureworks security specialist.

secureworks.com

* Healthcare, Education and Municipalities. Standard Terms and Conditions Apply. Limited time promotion through June 1, 2020.

About Secureworks

Secureworks® (NASDAQ: SCWX) is a leading global cybersecurity company that protects organizations in the digitally connected world. We combine visibility from thousands of customers, aggregate and analyze data from any source, anywhere, to prevent security breaches, detect malicious activity in real time, respond rapidly, and predict emerging threats. We offer our customers a cyber-defense that is Collectively Smarter. Exponentially Safer.™