



Assured Service Provider



in association with
National Cyber
Security Centre

Cyber Incident Exercising

Assured Service Provider



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Security Centre

Cyber Incident Response
(Level 2)

Incident Response (IR)

Respond Effectively & Recover Fast with 24/7 Cyber Incident Response Retainer Services

cybercrowd.co.uk

Incident Response Retainer Services

Reduce incident response time and accelerate recovery with CyberCrowd's Emergency Incident Response Retainer Services

The moment your organisation is hit by a cyber incident, you need the ability to make key decisions quickly and get the situation under control. Leveraging CyberCrowd's comprehensive understanding of both current and emerging threat actors, along with their rapidly evolving tactics, techniques, and procedures (TTPs), our Incident Response Retainer (IRR) empowers you to establish proactive terms and conditions for incident response services. By pre-defining the framework, you have a trusted partner ready to act swiftly, significantly reducing response times and mitigating the impact of potential breaches.

In the landscape of cyber threats, attacks can strike at any time, day, or night. Recognising this reality, CyberCrowd offers a 24/7 support solution to ensure immediate response to potential threats. Our Emergency Response team always stands ready, allowing you to contact us immediately upon detecting a threat, regardless of the time.

With our Emergency Incident Response Retainer Service, you gain access to both remote and onsite support from our expert team. This rapid response capability allows for quick decision-making and containment, effectively minimising the disruption caused by cyber incidents to your organisation operations and reputation.

Incident Response Retainer Typical Inclusions - available for a term of 12 months:

2 Day Onboarding Session

5 Day Retainer

2 Tabletop Exercises across the 12 months (3 days)

Quarterly Threat Intelligence and Dark Web scans

50% of unused retainer days can be used for other services (i.e. training and awareness)

Incident Response Retainer Services

Immediate Response to Cyber Threats, Anytime, Any Day, Anywhere

Given the urgency of cyber threats, having an established incident response retainer with pre-approved terms, conditions, and hours ensures immediate access to expert assistance. Built on industry best practices, **CyberCrowd offers an emergency response process to resolve various types of incidents, including:**

- Advanced Persistent Threats (APTs)
- Business Email Compromise (BEC) / Email Fraud / Impersonation Attacks
- Data Theft
- Espionage
- Sabotage / (Targeted) Ransomware / Extortion
- Unauthorised Access

Certified Expertise You Can Trust

CyberCrowd's Emergency Incident Response Retainer Service offers tailored solutions, delivering vital support during cyber emergencies, backed by certified cybersecurity specialists at every step.

Benefits of an Emergency Response Retainer

Incident response experts available within defined SLAs



On-boarding workshop sets pre-negotiated terms, accelerating investigative timelines

Utilising the pre-agreed response playbook significantly reduces incident response times



Dedicated 24/7 hotline number and best practice guidelines provided

Cybersecurity experts on standby for suspected incidents



Access to proactive cybersecurity service offerings

Reduced costs related to the time spent and tools used



Tailored retainer services to fit your needs and budget

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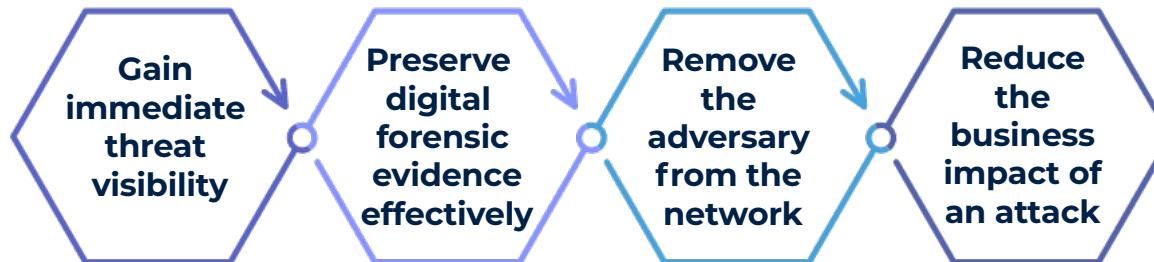


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Cyber Incident Exercising

Incident Response Retainer Services

When a breach occurs, you need a rapid and precise incident response team leveraging threat intelligence to respond decisively.



On-demand Team

The CyberCrowd Incident Response (IR) team bring a wealth of expertise and understanding of the most complex cybersecurity incidents to help reduce an organisations exposure to the threat, associated risks, and subsequent costs.



Technology and Tools

CyberCrowd's Threat Intelligence platform provides immediate, real-time visibility during breach response, empowering the IR team to swiftly contain incidents and expedite recovery. It centralises customer interaction, ensuring a comprehensive repository and audit trail for all communication.



Methodology and Tailored Approach

By harnessing CyberCrowd's people, technology, and processes, you gain an efficient means to identify and contain threats. Threat insights provide critical updates and early warnings on cyber threats and malicious traffic.

Incident Response Retainer Services

GET BACK TO NORMAL BUSINESS OPERATIONS FASTER

Facing a cyber incident can be daunting, but with CyberCrowd's Emergency Incident Response Retainer, you have a dedicated team ready to assist 24/7. When you call our Emergency Response Hotline, our cybersecurity analysts will ask key diagnostic questions to determine the incident's nature and required resources. The more information provided, the more effective our intervention. A Case Lead will then be assigned to ensure alignment with best practices. Service delivery varies based on the incident's complexity and available information, with the customer potentially asked to provide remote or physical access for investigation.

The Result: Efficient response for rapid recovery and reduced impact.



Incident Response Retainer Services

Enhance Security Posture and Resilience with Tailored CyberCrowd Services



Managed Detection & Response Services via CyberCrowd's 24/7/365 UK Security Operations Centre

Proactive threat detection, investigation, and response whether your infrastructure is on the cloud or on-premises.
Watch the video: www.cybercrowd.co.uk/solutions/soc



Penetration Testing

Uncovering AI & system vulnerabilities with a full range of pen testing services for infrastructure, web apps, and mobile apps, including phishing, social engineering, and PCI scanning.



Data Protection

Our data protection consultancy includes a thorough data gap analysis, ensuring compliance and seamless backup and recovery.



Incident Response Tabletop

Exercises that simulate security breaches to test response plans, identify weaknesses, foster team cohesion, and boost preparedness.



Training & Awareness

Incorporate security by design into your organisation through customised or platform-based cybersecurity training and awareness.



Certification & Readiness

Offering a complete range of certification readiness, including Cyber Essentials, ISO 27001, SOC 2, and DSP Toolkit.



Experts as a Service & Consultancy

Whether it's a DPO or a CISO, your needs are covered with a professional and capable team available to you as a service.



Strategy & Transformation

We offer expert guidance to help organisations develop a strategic vision for advancing their cybersecurity maturity.

Incident Response Retainer Services

We understand the importance of being cost-effective even when delivering the highest quality

Incidents can be extremely costly, and we have a tiered model to align with your budget and security objectives. We have also optimised our approach to leverage remote intervention. Our response and forensic tools facilitate this process.

Contact us whether your organisation needs immediate assistance, or you want to discuss your incident readiness and response needs in more detail.

 sales@cybercrowd.co.uk

 0203 858 7372

Reduce incident response time and accelerate recovery with CyberCrowd's Emergency Incident Response Retainer Services



We endeavour to answer all enquiries within **24 hours** on business days.



www.cybercrowd.co.uk



0203 858 7372

Engage with confidence



Contact us

info@cybercrowd.co.uk

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