Trellix

Incident Response Retainer Services

Get proactive with crisis management and take a broader long-term approach

IR Retainer Service Tiers

Tier 1

2-hour remote response, 48-hour onsite response

- 5-day remote IR Readiness Assessment
- No dedicated pool of hours.

Tier 2

1-hour remote response, 24-hour onsite response

- 5-day remote IR Readiness Assessment
- Dedicated pool of 60-260+ hours

It is an undeniable fact that no organization is immune to cyber-attacks. Incident Response (IR) teams are struggling with the wake of a sharp increase in threats on a daily basis combined with the steep unpredictable operational cost of outsourcing IR services. Often a broader, more long-term approach is needed to build capability in-house wherever possible, leveraging your existing staff and technologies to drive capability improvements over time. Never a better time to invest in an IR Retainer with the changing evolution of AI and risks associated with it in Cybersecurity.

As a Trusted Advisor Trellix Incident Response Team seeks to shift organizations from a highly reactive to a proactive posture. We leverage an "Assess, Build, Train" model to sharply reduce the likelihood of a catastrophic breach requiring external support, while ensuring availability of industry experts in case there is a crisis.

IR Retainer Options

We offer a top tier, competitive IR Retainer model. The major benefit included in all IR retainer tiers is the establishment Terms & Conditions established upfront to enable efficient movement in the event of a breach.

Tier 1 – Hourly IR Services plus Readiness Assessment

This tier establishes an initial relationship with the client at a minimal upfront cost. It comes with an IR Readiness Assessment, where we provide planning, recommendations, and a debrief session with your staff. This tier does not include a dedicated pool of hours for IR. In the event of a breach, we will reach our client within 2 hours for remote response and 48 hours for onsite response.

Deliverables

IR Readiness Assessment

- Review & Interview with Key Stakeholders to understand
- Gap Assessment
- Strategy Guidance and Recommendations
- Debrief (Discussion on high-level theme and Proactive Measures)

Incident Response Engagement Executive Summary

- Project Overview
- Scope Description
- Summary of Findings
- Strategic Recommendations

Technical Report

- Methodology / Tools
- Findings / Impact Detail
- Recommendations
- Addendums As Needed

Tier 2 – IR Readiness Assessment plus Dedicated IR hours

This top-value tier provides the most ideal combination of knowledge transfer and IR support. Our consultants provide an IR Readiness Assessment as well as a dedicated pool of hours varying from 60-260. It ensures our best price and also gives you the opportunity to leverage any unused hours for the full range of TCO consulting services. Additionally, in the event of a breach, TCO will make a guarantee to continue working onsite until the risk has been contained.

Key Benefits

Staffed with the best and most experienced IR talent in the business, our consultants provide the expertise and tools to help you through a crisis. Through our IR Retainer model, we provide remote capability throughout the incident lifecycle, with a guaranteed response time for both Tier 1 and Tier 2 retainers. We also help your ongoing success by providing both strategic and technical recommendations (vs. technical only).

Establishing an IR Retainer with TCO also includes:

- **Confidentiality:** We strive to provide full confidentiality and never misuse the trust our clients place in our consultants for profit.

- **Experience:** We possess decades of combined experience delivering industry best practices.

- **Education:** Knowledge transfer is integral to our IR engagement models. We strive to develop your in-house capabilities through strategic and tactical guidance.

- **Unbiased expertise:** We never emphasize selling products as an output of consulting engagements, as it can compromise a service providers' ability to remain unbiased.

Learn More

Fill the gaps in your security program with trusted advice from Trellix Professional Services team that provides various services. Let our consultants help your organization assess current policies, create new programs that meet compliance goals, and cost- effectively prepare for security emergencies.
You can reach us at: Guardian@Trellix.com