

Incident Management Retainer

Transform incident response for readiness and resilience

Prepare 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 their approach to 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 guaranteed priority incident response support. Secureworks will partner with your organization to serve as an extension of your incident response team, ready to assist with preparing for and responding to a variety of cyber events impacting your organization.

Secureworks has responded to thousands of global cyber incident response engagements since 2007, and is one of only a handful of DFIR providers accredited by the U.S. (CIRA), UK (CIR Level 1) and Japanese (SSS) governments to provide emergency cyber response services in networks of national significance; a testament to the capability, intelligence access and scale of Secureworks' IR team.

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

Our Approach

The Secureworks IMR provides organizations with the support and expertise they 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. Service Units provide a flexible way to access a wide range of proactive consulting services¹. In case of a cybersecurity emergency, 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.

**Service Units can be repurposed for Emergency Incident Response services.*

Incident Management Retainer (IMR)

	VALUE RETAINER	BASE RETAINER	ESSENTIAL	ESSENTIAL PLUS
Emergency SLAs				
Initial Contact	4 hours	4 hours	2 hours	2 hours
Remote Support	24 hours	24 hours	12 hours	12 hours
On-site Support ¹	Best Effort	48 hours	36 hours	36 hours
Prepaid Service Units²	4	10	26	50
Planning Workshop & Proactive Services Roadmap			X	X
Recurring Touchpoints with IR SME			X	X
Annual Executive Brief				X

1 On-site Response SLA Available in European Union member states, the Schengen Area, United Kingdom, and the United States of America

2 Preferred incremental pricing for both emergency and proactive services as tier level increases

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 and security analytics

Wide range of consulting services under a single retainer

Discounted, pre-negotiated rate for Emergency IR hours and additional Service Units

No geographic restraints – services can be redeemed in any location

No forced service consumption – services can be consumed at any time during the contract period

A safe investment – if no emergency response needs arise, Service Units can be redeemed for incident readiness 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 Documentation Review/Development	Briefings Training Workshops Tabletop Exercises Functional Exercises Adversary Exercises	Threat Hunting Assessment Penetration Testing Application Security Testing	Incident Response: Remote and On-site Incident Command Digital Forensic Analysis Malware Analysis and Reverse Engineering Learn more about Secureworks Emergency Incident Response Services



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



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

Secureworks®

Secureworks (NASDAQ: SCWX) is a global cybersecurity leader that secures human progress with Secureworks® Taegis™, a SaaS-based, open XDR platform built on 20+ years of real-world detection data, security operations expertise, and threat intelligence and research. Taegis is embedded in the security operations of over 4,000 organizations around the world who use its advanced, AI-driven capabilities to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.