CYBERCLAN™

Incident Response Retainer Services

Stay prepared, not panicked. Our Incident Response Retainer provides quick expertise when you need it most—reducing damage, downtime, and stress.

The Challenge

A security breach can strike at any moment, and without a well-crafted plan, every second lost can lead to increased damage, prolonged downtime, and skyrocketing costs. Searching for assistance during an attack only heightens your vulnerability to delays and costly errors.

Our Solution

CyberClan's Incident Response (IR) Retainer is a strategic, effective, and proactive solution that offers targeted coverage in the event of a network attack or breach. Our retainers cover cyber attacks and network breaches at a lower cost than traditional insurance policies—or can complement existing ones. They include a comprehensive suite of forensic investigation, containment, monitoring, and IT restoration services.

IR Retainer Journey

Pre-Incident Retainer Journey

1. Secure IR Retainer Agreement: Activate Customer and Sign Go-to-Work MSA
2. Retainer Onboarding: Introduction to Account Manager and Project Manager
3. Pre-IR Scoping: Environment Assessment and Documentation
4. Quarterly Review: Assess Renewal and Allocate Unused Hours

IR Retainer Journey

1. Cybersecurity Incident Occurs: Breach Response Alerted
2. Immediate Response (24/7/365): CyberClan's Global IR Team
3. Leads and Guides: Scoping and Remediation Advice Provided
4. Protect: Containment and Monitoring
5. Restore: Post-Breach Services and Support

Key Features

Our customizable IR Retainer features include:

- Dedicated Account Manager
- Dedicated Project Manager
- Reduced IR Rate
- Ransomware Services
- Litigation Support
- On-Site SLA 48

Transferrable Service Options

- vCISO Consultation Services, including Incident Response Plan Review, Breach Response Plan Review, and Tabletop Exercises
- Security Awareness Training
- Vulnerability Assessments and Penetration Testing
- Environment Pre-Scoping
- Phishing Simulation Program
- And much more

Key Benefits

- 24/7/365 priority access to the Incident Response team.
- A dedicated forensic team ready for immediate response and assistance across all regions.
- A strategic incident response plan aimed at minimizing breach costs.
- An onboarding session to empower your teams to act swiftly during incidents.
- Access to established response playbooks and communication protocols.
- Flexible retainer packages tailored to fit your budget and needs.
- The ability to repurpose unused hours toward security enhancement services.
- A complimentary 1-hour cybersecurity consultation from our seasoned Security Operations team.

CYBERCLAN™

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