

# INCIDENT RESPONSE RETAINER

**Reduce incident response time and minimize the impact of a security incident**

## BENEFITS

- Texas Proud Double Technologies experts on your side
- Pre-negotiated terms and conditions that reduce response time when it matters most
- Rapid response SLAs that mitigate the overall impact of a breach
- Access to the Double Technologies Incident Response Preparedness Service
- Guaranteed response times in the event of a suspected incident
- Flexibility to repurpose unused hours on a variety of technical and strategic services

## Why Double Technologies

Double Technologies has been at the forefront of cyber security and cyber threat intelligence since 2008. Our incident responders have been on the frontlines of the most complex breaches worldwide. We have a deep understanding of both existing and emerging threat actors, as well as their rapidly changing tools, tactics and procedures (TTPs).

## Overview

The Double Technologies Incident Response Retainer (IRR) allows you to establish terms and conditions for incident response services before a cyber security incident is suspected. With an IRR in place, you have a trusted partner on standby. This proactive approach can significantly reduce the response time, thereby reducing the impact of a breach.

The Double Technologies IRR gives you flexibility to structure the retainer to fit your organization's needs.

- **No-cost retainer.** Establish Incident Response services terms and conditions between your organization and Double Technologies. The contract defines hourly rates for related services and technology fees. There is no financial commitment or annual cost. Charges are incurred on a time and materials basis upon reporting of an incident.
- **Prepaid hours.** Purchase a pre-paid block of incident response hours at a discounted hourly rate, with the flexibility to repurpose unused hours on a variety of technical and strategic Double Technologies Consulting services within the contract term. Add an SLA to gain peace of mind from guaranteed response times. The standard SLA is a maximum of four hours, with an enhanced two-hour SLA to further reduce incident impact.

**TABLE 1.** Benefits of prepaid hours.

Initial Response	Service-Level Agreement	Incident Response Preparedness Service
<ul style="list-style-type: none"> <li>• Triage security issue</li> <li>• Provide initial assessment based on <b>discovered</b> intelligence and <b>Double Technologies</b> experience</li> <li>• Live response analysis of the systems to identify malicious activity</li> </ul>	<ul style="list-style-type: none"> <li>• Access to a 24/7 incident response hotline</li> <li>• Initial contact (via email or phone) within four hours: The first contact is with a <b>Double Technologies</b> incident responder who can immediately help with triaging the incident</li> <li>• Enhanced two-hour SLA available</li> <li>• Case is accepted once <b>Double Technologies</b> experts and client deem that incident response services are needed</li> </ul>	<ul style="list-style-type: none"> <li>• Review of existing monitoring, logging and detection technologies</li> <li>• Ensure ability to quickly contain an incident</li> <li>• Review of current network and host architecture</li> <li>• Evaluation of first response capabilities</li> <li>• Collaborative planning for typical response scenarios</li> <li>• Recommendations for areas of improvement</li> </ul>

**TABLE 2.** Available Double Technologies Consulting services for repurposing prepaid hours.

Technical Services	Strategic Services	Education Services
<ul style="list-style-type: none"> <li>• Compromise Assessment</li> <li>• Red Team Assessments</li> <li>• Penetration Testing</li> </ul>	<ul style="list-style-type: none"> <li>• Response Readiness Assessment</li> <li>• Strategic Program Assessment</li> <li>• Incident Response Tabletop Exercise</li> <li>• Cyber Defense Center Development</li> </ul>	<ul style="list-style-type: none"> <li>• Incident Response and Forensics</li> <li>• Malware Analysis</li> <li>• Cyber Security and Intelligence</li> </ul>