CommSec
CYBER SECURITY

Incident Response Retainer

The Incident Response Retainer provides fast access to highly specialised incident response and recovery services before, during and after a cyber security crisis. The service is an annual contract and the retainer hours can be used in a combination of proactive and reactive services. We guarantee a response time of 2 hours! No Breach? Then repurpose the time for another CommSec service.

Our business is to safeguard yours.

What is an IR Retainer?

We hope you never have to experience a breach. But if you do, you can rest assured that we will do everything possible to help your organisation get back to business as usual. In alignment with CommSec's mission to safeguard your business, we help every organisation we can, including:

- New or existing CommSec clients.
- Enterprise, corporate, government, education and non-profit customers in Ireland and abroad.

Speed matters! In 2024, around 45%* of data breaches saw data exfiltrated within a day of compromise. Our retainer service provides our fastest response times and direct access to our team of cyber security experts.

The service is based on an annual entitlement of **20 or 40 hours**, which you can increase by purchasing additional hours.

Benefits of the retainer include:

+ Guaranteed response time of 2 hours
+ Pre-existing familiarity to speed up the response
+ Access to expert guidance and support
+ Flexibility to scale if needed
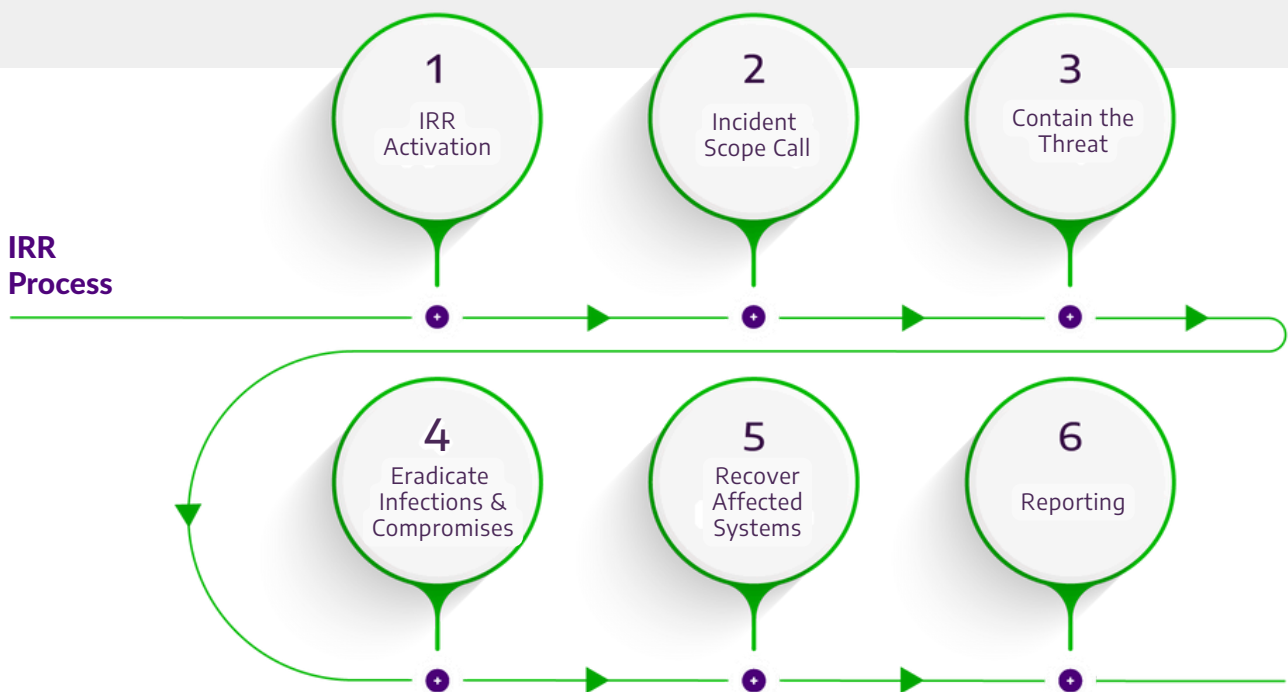+ Giving you a high level of incident readiness

"CommSec's Incident Response service has been fantastic. Their proactive and well-structured approach really boosted our team's ability to **handle incidents quickly and effectively**, giving us the support and peace of mind we needed."

IT Director, Utilities Company

Our business is **to safeguard yours.**

*Source Palo Alto

Features of the IR Retainer

- Prioritised response from Incident Response Experts—Enhanced 2-hour response time in the event of a security incident.

- Assigned Incident Response Coordinator— An Incident Response expert to guide your engagement during an active security incident.

- Incident Response—Threat investigation, digital forensics, log analysis, malware analysis, attack containment, and recovery.

- Initial Incident Response Plan—Assessment of current IR Plan to ensure it is fit for purpose. If none exists, we help you develop one.

- Assigned Account Manager —Your point of contact to schedule proactive services and to ensure you get the full value of your retainer contract.

- Utilise unused hours for other services within CommSec's portfolio, such as penetration testing.

IRR Process

1 IRR Activation

2 Incident Scope Call

3 Contain the Threat

4 Eradicate Infections & Compromises

5 Recover Affected Systems

6 Reporting

How it works

During onboarding, CommSec engages with you to review your current incident response (IR) plan or help you develop one if none exists. This will help us understand your setup, introduce the IR workflow, gather key details such as points of contact, and lay the groundwork for effective incident handling. In the event of an incident, the CommSec IR team will collaborate with your IT security team to collect evidence and execute the IR plan. We work with you until the threat is contained, any compromise is eradicated and your systems are recovered.

The retainer provides you with a high level of crisis management readiness and allows us to respond quicker as we have prior knowledge of your plan and the IT estate. We stay informed of any changes you make to processes or people, so we are able to respond quicker to any cyber crisis.

Our Accreditations

ISO 27001 BQAI

CYBER ESSENTIALS CERTIFIED

PROUD MEMBER OF CYBER IRELAND 2022-2023

CommSec
CYBER SECURITY

Contact us for more info

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