# INCIDENT RESPONSE RETAINER

PREPARE FOR YOUR NEXT CYBER SECURITY INCIDENT BY IMPROVING YOUR ABILITY TO RESPOND WITH SPEED AND SCALE, WHILE REDUCING OVERALL BUSINESS IMPACT.

## THE MANDIANT DIFFERENCE

Mandiant is a trusted advisor to organizations globally with over 10 years of experience dealing with advanced threat actors from around the world. We support organizations during the most critical times after a security breach and proactively help them improve their detection, response and containment capabilities.

- **Investigative skills:** Technical and investigative skills developed from over a decade of investigations.
- **Threat intelligence:** Profiles of thousands of attack groups including their tools, tactics and procedures (TTP), along with corresponding indicators of compromise.
- **Crisis management skills:** Experience interacting with stakeholders from administrators to executives and board members.
- **Technology:** Proprietary tools that automate investigative tasks and enable network traffic and host-based artifacts to provide real-time visibility and access for rapid evaluation — even across networks that contain hundreds of thousands of systems.
- **A dedicated malware team:** A team focused solely on reverse engineering malicious software and researching the latest exploits.

### Overview

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

We offer three types of Incident Response Retainers to support different needs and budgets.

### Tier 1: Retainer with no upfront cost

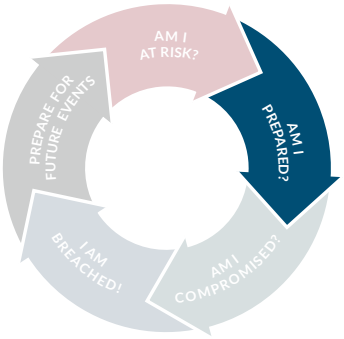
Tier 1 establishes terms and conditions between your organization and Mandiant for incident response services. The contract defines hourly rates for related services and technology fees. There is no financial commitment or annual cost. Charges are only incurred upon declaration of an incident.

### Tier 2: Retainer with prepaid block of hours and service-level commitment

In addition to establishing terms and conditions between your organization and Mandiant, Tier 2 adds a prepaid block of hours at a discounted rate with a service-level agreement and an upfront incident preparedness service designed to establish your current incident response capabilities.

During the covered period, any remaining value of the retainer can be allocated to other defined Mandiant Services.[1]

MANDIANT®
A FireEye® Company




It's a matter of when, not if.
Be prepared.

## BENEFITS

- Pre-negotiated terms and conditions that reduce response time when it matters most
- Guaranteed response times in the event of a suspected incident
- Discounts on Mandiant's incident response services
- Have Mandiant's expert team of first responders on stand-by
- Access to Mandiant's industry-leading technology stack

FireEye®

### Tier 3: Retainer with prepaid services and service-level commitment

Tier 3 provides organizations a proactive approach to improving cyber security. With Tier 3, you get access to our best incident response rate with a guaranteed service level commitment by bundling proactive Mandiant services with a retainer. No prepaid hours required. Instead, select from our full portfolio of services to proactively focus on improving your security posture. The selected services will be delivered during the covered period of your retainer. Enjoy the peace of mind that you have the protection of a retainer with a guaranteed service-level agreement at the lowest rates, should an incident occur.

Tier 3 is ideal for organizations that have or are considering purchasing cyber insurance. Most insurance providers will only reimburse for IR expenses incurred in direct response to an incident.

---

**Incident Preparedness Service**

- Review of existing monitoring, logging and detection technologies
- Review of current network and host architecture
- Evaluation of first response capabilities
- Collaborative planning for typical response scenarios
- Recommendations for areas of improvement

**Service-level agreement:**

- Access to a 24/7 incident response hotline
- Initial contact (via email or phone) established within four hours
- Mandiant first-responder assigned to your case within 24 hours[2]

**Initial response:**

- Live response analysis of the systems to identify malicious activity
- Determination of the earliest evidence of compromise
- Identification of the initial attack vector
- Application of contextual information from Mandiant's intelligence research

| | IRR DESCRIPTION | SLA |
|---|---|---|
| Tier 1 | **Description**<br>• Basic terms and conditions for incident response services<br>• Access to 24/7 hotline and email for incident response services request<br>• Access to Mandiant incident response support with Mandiant technology stack | No Cost - Best Effort SLA |
| Tier 2 | **Description**<br>• Basic terms and conditions for incident response services<br>• Access to 24/7 hotline and email for incident response services request<br>• Incident Preparedness Service<br>• Access to Mandiant technology stack<br>• Block of pre-paid support hours<br>• Mandiant incident response support at a discounted rate<br>• Additional support hours at a discounted rate | Prepaid Hours with Guaranteed SLA |
| Tier 3 | **Description**<br>• Basic terms and conditions for incident response services<br>• Access to 24/7 hotline and email for incident response services request<br>• Incident Preparedness Service<br>• Access to Mandiant technology stack<br>• Prepaid Mandiant consulting services<br>• Mandiant incident response support at discounted rate | Prepaid Services with Guaranteed SLA |

1 Delivery to commence within the covered period
2 Upon declaration acceptance

For more information on Mandiant consulting services, visit:
**www.FireEye.com/services.html**

---

**Mandiant, a FireEye Company**
1440 McCarthy Blvd. Milpitas, CA 95035
(703) 935 1701 | 800.647.7020 | info@fireeye.com

**www.FireEye.com**



FireEye