



Incident Response Retainer

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



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 incident response services
- Expert Mandiant first responders on stand-by
- Access to the industry-leading FireEye technology stack

Why Mandiant

Mandiant, a FireEye company, has been at the forefront of cyber security and cyber threat intelligence since 2004. 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 tactics, techniques and procedures.

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 FireEye, 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



¹ Delivery to commence within the covered period.

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	Service-level agreement	Initial response
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Access to a 24/7 incident response hotline Initial contact (via email or phone) established within eight hours Mandiant first-responder assigned to your case within 24 hours² 	<ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Basic terms and conditions for incident response services Access to 24/7 hotline and email for incident response services request Access to Mandiant incident response support with Mandiant technology stack 	No cost — best effort SLA
Tier 2 <ul style="list-style-type: none"> Basic terms and conditions for incident response services Access to 24/7 hotline and email for incident response services request Incident Preparedness Service Access to FireEye technology stack Block of pre-paid support hours Mandiant incident response support at a discounted rate Additional support hours at a discounted rate 	Prepaid hours with guaranteed SLA
Tier 3 <ul style="list-style-type: none"> Basic terms and conditions for incident response services Access to 24/7 hotline and email for incident response services request Incident preparedness service Access to FireEye technology stack Prepaid Mandiant consulting services Mandiant incident response support at discounted rate 	Prepaid services with guaranteed SLA

² Upon declaration acceptance.

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

FireEye, Inc.

601 McCarthy Blvd. Milpitas, CA 95035
 408.321.6300/877.FIREEYE (347.3393)
 info@FireEye.com

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About FireEye, Inc.

FireEye is the intelligence-led security company. Working as a seamless, scalable extension of customer security operations, FireEye offers a single platform that blends innovative security technologies, nation-state grade threat intelligence and world-renowned Mandiant® consulting. With this approach, FireEye eliminates the complexity and burden of cyber security for organizations struggling to prepare for, prevent and respond to cyber attacks. FireEye has over 6,600 customers across 67 countries, including more than 45 percent of the Forbes Global 2000.

