INCIDENT RESPONSE SERVICE

Softcat

Mitigating security incidents 24 hours a day, helping contain threats and minimise financial and reputational loss, whilst reducing downtime.

HOW DOES THE SERVICE WORK?

Using advanced forensic and consulting services to identify and mitigate the root cause, our Incident Response Team (IRT) can rapidly assist you in containing security incidents, with a 30-minute remote support response SLA. The sooner an incident is contained, the less damage occurs, and the quicker normal services and critical business functionality can be restored.

During an incident, you'll receive analysis of malware, denial of service and data loss attacks – with a follow-up post-incident report detailing what happened, reviews on your security controls and recommendations on how to prevent further occurrences.

Our team has full access to Check Point R&D, but remain completely vendor-agnostic, providing a security service built on industry best practice.

Our team can work with you and your organisation proactively, as well as reactively. We can offer Incident Response Plan Creation advice, compromise assessments, table top exercises and much more.

BENEFITS TO YOU

People

Supporting your in-house IT team with expert resource. Available at the inception of an incident to guide the response, with reports and reviews to prevent further incidents.

Technology

Offering a plan to understand how best to utilise the platforms available during a cyber security incident, both to recover business continuity and to maximise incident information.

Commercials

Providing options to purchase hours up-front for a prepaid, prepared resource ahead of an incident, rather than negotiating commercials on a limited timescale.

SUITABLE FOR YOU IF...

- ✓ You're concerned about security incidents affecting your organisation.
- ✓ You require a cost-effective incident response service.
- ✓ You're not sure how to effectively plan for a security incident.
- ✓ You're looking for expert advice around the best security incident response.
- ✓ You're looking for an IT forensics partner.

WORKS WELL WITH

Managed SIEM Service

Reducing cyber risk by monitoring for, and detecting, security threats – enabling you to respond quickly, with guidance from cyber analysts.

Breach Assessment Service

Helping you understand the potential impact of a range of cyber-attacks, allowing you to strengthen your security architecture.

Security Baseline Assessment

Providing a 'point-in-time' look at your organisation's cyber security posture in comparison with industry best practice.

WHAT'S INCLUDED

We're always on hand – Our dedicated team of experts work closely with you, becoming an integral part of your organisation. We understand the distress an incident can cause and offer immediate support to ensure a rapid response.

Expert advice – We have one of the world's best Incident Response teams, so you always feel reassured that you're in the best hands.

Reduced risk – We provide tailored advice specific to your organisation so it's relevant and easily understandable.

All about the detail – We help you look ahead, providing comprehensive planning as well as forensic analysis and post-incident reporting.

SERVICES THAT BRING YOUR TECHNOLOGY TO LIFE

Contact your Softcat Account Manager today.