Softcat

Reducing cyber risk with Softcat's

INCIDENT RESPONSE SERVICE

Our vision is to help you build, implement and maintain an ongoing programme to reduce cyber risk in a way that's right for your business. Our Incident Response service is part of a range of services we've developed to help you succeed in an ever-changing landscape.

What is the Incident Response service?

Our Incident Response Service is designed to mitigate security incidents swiftly and effectively, 24 hours a day, 365 days of the year. Powered by Check Point, the service helps you contain the threat, minimise financial and reputational loss, and reduce downtime to keep your business up and running.

How does it work?

Our Incident Response Team (IRT) has full access to Check Point R&D, but they remain completely vendor-agnostic, providing a security service that is built on industry best practice. The IRT leverages a multitude of advanced forensic and consulting services to identify and mitigate the root cause – and with a 30-minute remote support response SLA, the team can rapidly assist you in containing security incidents. The sooner an incident is contained, the less damage occurs and the quicker normal services and critical business functionality can be restored.

KEY FACTS

- *Efficient* – minimised downtime during a security incident

- *Detailed* – forensic analysis and post-incident reporting

- *Prepared* – comprehensive planning for security incidents

- *Collaborative* – multi-vendor approach

- *Dedicated* – improving security operations, processes and procedures

What are the benefits?

Reduces the cost of around-the-clock response

With options to purchase hours up-front or take advantage of a zero cost contract, you can have 24/7/365 access to Incident Response experts and only pay for consumption of the service when you need it – providing a more cost effective way to continually monitor and respond to incidents.

Minimises downtime and disruption

Should the worst happen, it's important there's a plan in place. That's why we'll help you create business-level plans to be used in the event of an incident that are tailored to your organisation. 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.

Provides the reassurance of dedicated support

Our dedicated team of experts will work with you closely, becoming an integral part of your organisation. They'll support you every step of the way – committed to you for the entire length of the engagement – to ensure you manage incidents and mitigate risk as efficiently as possible.
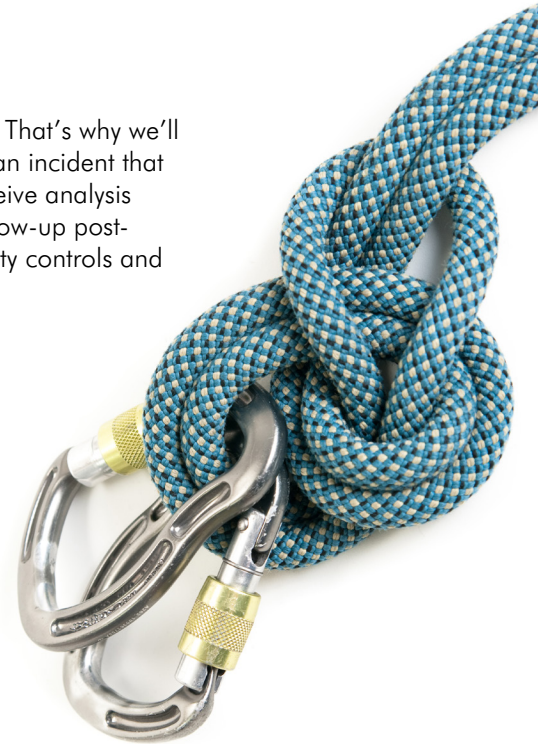
WHY SOFTCAT

- Access to one of the world's best Incident Response Teams – feel reassured at all times

- Expert consultants who become part of your team – save time and money

- Ongoing support – build, implement and maintain an ongoing security programme

- Reduced risk in a way that's right for your business – benefit from tailored guidance

- Wealth of experience in cyber security – reduce the impact of incidents

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