

## DATASHEET

## INCIDENT RESPONSE RETAINER

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

**BENEFITS**

- World-renowned Mandiant experts on your side
- Option to access to the industry-leading FireEye technology stack
- Pre-negotiated terms and conditions that reduce response time when it matters most
- Rapid response SLAs that mitigate the overall impact of a breach
- Access to the Mandiant Incident Response Preparedness Service
- Guaranteed response times in the event of a suspected incident
- Flexibility to repurpose unused hours on a variety of technical and strategic services

**Why Mandiant**

Mandiant 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 tools, tactics and procedures (TTPs).

**Overview**

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

The Mandiant IRR gives you flexibility to structure the retainer to fit your organization's needs.

- **No-cost retainer.** Establish Incident Response services terms and conditions between your organization and Mandiant. The contract defines hourly rates for related services and technology fees. There is no financial commitment or annual cost. Charges are incurred on a time and materials basis upon declaration of an incident.
- **Prepaid hours.** Purchase a pre-paid block of incident response hours at a discounted hourly rate, with the flexibility to repurpose unused hours on a variety of technical and strategic Mandiant Consulting services within the contract term.

Add an SLA to gain peace of mind from guaranteed response times. The standard SLA is a maximum of four hours, with an enhanced two-hour SLA to further reduce incident impact.

The Mandiant Incident Response Retainer also comes standard with all [Mandiant Expertise On Demand](#) subscriptions.

TABLE 1. Benefits of prepaid hours.		
Initial Response	Service-Level Agreement	Incident Response Preparedness Service
<ul style="list-style-type: none"> <li>• Triage security issue</li> <li>• Provide initial assessment based on FireEye intelligence and Mandiant experience</li> <li>• Live response analysis of the systems to identify malicious activity</li> </ul>	<ul style="list-style-type: none"> <li>• Access to a 24/7 incident response hotline</li> <li>• Initial contact (via email or phone) within four hours: The first contact is with a Mandiant incident responder who can immediately help with triaging the incident</li> <li>• Enhanced two-hour SLA available</li> <li>• Case is accepted once Mandiant experts and client deem that incident response services are needed</li> </ul>	<ul style="list-style-type: none"> <li>• Review of existing monitoring, logging and detection technologies</li> <li>• Ensure ability to quickly contain an incident</li> <li>• Review of current network and host architecture</li> <li>• Evaluation of first response capabilities</li> <li>• Collaborative planning for typical response scenarios</li> <li>• Recommendations for areas of improvement</li> </ul>

TABLE 2. Available Mandiant Consulting services for repurposing prepaid hours.		
Technical Services	Strategic Services	Education Services
<ul style="list-style-type: none"> <li>• Compromise Assessment</li> <li>• Red Team Assessments</li> <li>• Penetration Testing</li> </ul>	<ul style="list-style-type: none"> <li>• Response Readiness Assessment</li> <li>• Strategic Program Assessment</li> <li>• Incident Response Tabletop Exercise</li> <li>• Cyber Defense Center Development</li> </ul>	<ul style="list-style-type: none"> <li>• Incident Response and Forensics</li> <li>• Malware Analysis</li> <li>• Cyber Security and Intelligence</li> </ul>

Learn more at [www.mandiant.com/consulting](http://www.mandiant.com/consulting)

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**About Mandiant**  
 Since 2004, Mandiant has been a trusted security leader to organizations that can't afford to fail. Today Mandiant delivers decades of frontline insights at scale through easy-to-deploy and consume SaaS solutions for provable and transformative cyber defense.

