



Manage threats and **PROTECT YOUR BUSINESS.**

Strengthen your incident response planning and get fast action when time is of the essence.

Address risk with help from security experts and around-the-clock threat response.



Plan and defend against possible threats, and take fast action to identify, contain, and respond to incidents when they take place.

Cyber threats can prove disastrous to your business if they aren't handled quickly and capably. Left unchecked, hackers can invade your IT infrastructure, destroy your data, and devastate your business reputation. Verizon's Rapid Response Retainer program can help you better manage risk by planning for and reacting to security threats.

The best-defended businesses are those that prepare for the expected and the unexpected. With the support of professionals with expertise in taking on cyber threats, you can respond rapidly when threats become potentially damaging security incidents.

PREPARE EARLY, ACT QUICKLY

Verizon's Rapid Response Retainer program can help you plan and defend against possible threats, and take fast action to identify and contain incidents when they take place. This dual approach can help you proactively secure your customers' and partners' sensitive data and maintain their business and trust.

As a Rapid Response Retainer customer, you'll gain a wealth of around-the-clock security support and benefits, including:

- A designated expert who knows your security infrastructure. You'll be partnered with an experienced Investigative Liaison from the Verizon Research, Investigations, Solutions, Knowledge (RISK) team, who will familiarize himself with your organization and incident response processes, and lead response efforts in the case of a security incident. Your liaison can also work closely with you and your IT and security teams to provide security-response training.
- A Cyber Incident Capability Assessment. You can choose from a range of initial services to help identify how prepared for an incident you really are.

- Access to current Verizon RISK intelligence. Reports, analysis, advice on key risk categories, high-profile security issues, early-warning intelligence, and actionable guidance on how to counter threats—all are at your fingertips courtesy of our experienced RISK team.
- An incident escalation hotline. You'll have access to our incident hotline for security emergencies, staffed 24x7 by Verizon's investigators, who can assist with incident scoping, containment, investigatory, and evidence-handling best practices.
- Guaranteed response times. Should a critical security issue occur, you'll have the peace of mind of knowing we will deliver on your rapid response time service level agreement (SLA).
- One hundred hours of expert security consulting support. You can use these hours however you like—for investigation support, or for any other Security Professional Services identified in the program that can augment and improve your existing security programs and help prevent or remediate cyber security threats and concerns. And for any additional security support required beyond what's defined in the program, you will receive a discounted rate and preferred access to our professionals.

While breaches and security compromises can come in many forms, they all demand fast action.

Verizon investigators span the globe and have handled some of the world's most publicly recognized cyber-security incidents.

CALL US WHEN THREATS ARISE, WE'RE READY TO HELP

While cyber attacks can come in many forms, they all demand fast action. When there's a clear incident or even a threat of one, you have a team of investigators and experts at the ready and just a phone call away.

- Contact us as soon as you suspect a threat. Our competitive response SLAs state you'll have an expert on the case by phone within three hours—and an on-site investigator en route to your premises within 24 or 48 hours, depending on whether you choose the Advanced or Basic service level.¹
- We'll immediately begin working with your IT and information security staff to pinpoint the source of the suspect network or system activity and determine the full extent of informational losses—and then we'll take the necessary steps to help you contain the breach.
- Beyond identifying attacker tools, techniques, and procedures, we can help preserve and document material evidence critical to litigation and prosecutorial action, and conduct a thorough forensic investigation.

Standard services include:

- On-site data collection
- Forensic imaging and analysis
- Malware analysis
- Electronic data recovery
- Proper evidence handling
- Unbroken chain of custody
- Evidence transition
- Secure evidence transport, storage, and analysis in a forensic analysis environment

With the Advanced Plus service level, you can also choose the netflow logging option.² We'll collect and store netflow data for at least 30 days on a rolling basis. We'll analyze and report on the data using your contracted hours, if an incident should occur.

MANAGE RISK EXPERTLY

The Rapid Response Retainer program provides access to some of our most experienced security consultants. Whatever your security needs may be, we stand ready to address any threat, with capabilities tailored to effective incident planning and response:

- Support around the globe
- Solutions and services that make us a provider industry analysts recommend
- Leading security, managed, and hosted services
- Network-based intelligence capabilities from one of the largest telecom operators in the world
- A vendor-neutral approach to deliver the solution that's right for you

LEVERAGE THE SKILLS OF CYBER INVESTIGATORS

Our investigators have handled, prepared case evidence for, and served as expert witnesses for some of the world's most publicly recognized cyber security incidents. We offer the intelligence, experience, and expert analysis to not only track nefarious activity, but to assess how it impacts risk—and how to best defend against it.

Visit verizonenterprise.com to find out more about the Rapid Response Retainer program—and to learn how we can help you protect your data, your assets, and your customers' trust.

1. Terms and conditions apply.

2. Geographic availability restrictions apply.