



# Incident Response Retainer Program

**When your organization experiences a cybersecurity breach, you require the immediate attention of cybersecurity experts with critical skill sets to have the best chance of recovering with minimal downtime and minimal loss of data and capital.**

When an incident occurs, you want access to two teams:

- 1. Incident Response:** Trained and experienced Incident Response Analysts, cybersecurity experts who will ascertain the scope and depth of the incident by:
  - Discovering what systems have been breached
  - Denying attackers continued access to your environment
- 2. Systems Remediation:** A team of Senior Remediation Engineers who will in parallel initiate the recovery process and begin the work of:
  - Discovering valid backups
  - Restoring your environment to a pristine state

These services are delivered through the **Gotham Incident Response (IR) Retainer** program. We can either fully address each incident or act as a trusted extension of your existing security team. We provide real-time analysis of events in progress, with detailed recommendations on how to resolve them. We also provide you with direct access to developers, threat specialists, and security experts as needed to resolve the incident. Services we provide include malware and virus analysis, Threat Intelligence, botnet identification and counteraction, and interfacing with legal, press, and law enforcement; with global coverage 24x7x365. **Service Level Guarantee** – 30-minute response to any security breach

- **Included Remediation Time** – enables an immediate start to recovery efforts
- **Included Quarterly IR Preparedness Reviews** – in sessions held over video conference, a Gotham Principal Architect and Security Analyst Gotham will deliver a review of current External Threats and review your Incident Response plan.

**Service Details:**

- Contracts are prepaid annually at a cost of \$19,000.00 per year.
- The program includes 20 hours for Incident Response and 20 hours for Systems Remediation as a Basic Incident Readiness Level.
- If needed, additional time can be purchased at \$400 per hour for Incident Response and \$300 per hour for Systems Remediation.
- At the close of any incident, blocks must be refreshed to the Basic Incident Readiness Level at the rates noted above. Fully depleted blocks are refreshed at a cost of \$14,000.00.
- Year 2 Renewal cost: \$4,000.00; all unused block time is carried forward.
- Existing blocks are expired if retainer is not renewed.

