Boost your incident management to combat cybercriminals.

Computer Emergency Response Team Services.

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Today's cybercriminals are smart, and they work fast. At the same time, the use of mobile devices, IoT devices, cloud services and outsourcing grows exponentially, significantly expanding the threat landscape for companies and making it harder than ever to protect and defend your changing business environment.

To do it all, you need qualified personnel with the expertise to handle all manner of threats, consistent processes for managing incidents and the time to focus on getting the most out of your investments. Because it can be hard to do it all on your own, you may already be using services to help with threat detection, incident management or investigative response. But even with those services, you may still be looking to strengthen your incident management capabilities so you can be more proactive with your threat response.

Our Computer Emergency Response Team (CERT) Services are designed to augment your existing services to help you respond quickly to cyber attacks. We'll deliver the incident response activities you need to help improve the way you react to security issues. Our team of experts will help identify the security issues that caused the incident, analyze the impact and lead the incident response, damage control, remediation and recovery. We'll also leverage our deep security experience to provide you with incident research, strategic planning and training to help keep your organization protected.

CERT Services can either be deployed as a stand-alone service, or can be used to complement your existing security support services to provide another layer of expertise and give you a strong incident response solution.

Get expert help for fast reactions and smart responses.

With CERT Services, our proven processes and security experts will help you fill the gaps in your security operations. We'll help you handle security incidents and make smart decisions. Our experts stay current with changing global security incidents and will assist you with your security responses using best practices, processes and tools.

CERT Services are extremely versatile and are designed to integrate seamlessly with your existing managed and outsourced security services. We'll work closely with both your internal and external security operations teams, and will act as your single point of contact for operational security and incident responses. That way you get a seamless experience, all the way from design and deployment to fully managed operations.

Our systematic approach will help you respond quickly to security incidents, to help limit the loss of your critical information and service disruptions. And with our post-incident analysis, we'll help you improve your security policies so you're better prepared for future incidents.

Our team of experts can help you improve your threat mitigation and incident response management while leveraging your embedded security investments.

Build the solution that works for you.

Depending on your specific security needs, you can apply our CERT Services to the following core components:

- Security communications services
- Proactive services
- Incident response services
- Threat intelligence information services
- Security quality management services
- Vulnerability management services
- Threat hunting services

CERT Services are available in three basic life-cycle phases that we can customize so you get the support you need in the areas you need it most.

Assessment.

We'll review your existing security-incident response processes, procedures, programs and operations, and will develop a plan and roadmap for implementing and improving incident response.

Establishment.

Once you're comfortable with the recommendations we laid out in the assessment phase, we'll help you implement those incident response processes and procedures. We'll also help create and expand incident response documentation and provide you with a written summary of what CERT Services will do for your business, along with our recommendations for developing your security program further. Finally, we'll offer support to your incident response team during the transition period.

Responder.

A complete life-cycle offering, this builds on both the other phases. We'll take the lead by evaluating and tuning your processes and procedures, coordinating security incident handling between all stakeholders, and periodically evaluating and reporting on the effectiveness of the CERT operations. All to make sure the solution we've designed helps keep your business protected while leveraging your existing security investments.

CERT Services will help strengthen your ability to identify, prioritize and resolve even the most sophisticated security incidents. We continually adjust and improve our approach so we're prepared to address current and emerging threats, and respond to any security incidents you experience. And because we serve as your single point of contact, we can help streamline communications so incidents get handled quickly.

With CERT Services, we've built in the flexibility you need to get the right level of expert support for your unique security needs.

Why Verizon?

For years, we've helped businesses protect their most precious assets with our suite of proven security products and services. We bring together dedicated security experts, state-of-the-art technology and analytics tools, and fast, efficient attack-detection processes. And because cybercriminals get more sophisticated every day, what works today may not work tomorrow. So we continually monitor, analyze and learn from actual breaches to identify new attack patterns and discover how to best protect against them. Our annual Data Breach Investigations Report (DBIR) offers unparalleled insights into what's happening in cyber security, and we leverage those insights to create effective security solutions for our customers.

Learn more:

Speak to your account manager for more information on how CERT Services can help you respond quickly, make better-informed decisions, improve your incident response and get the most out of your security plan.

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