Get ahead of threats.

Rapid Response Retainer

You rely on your data, systems and networks to compete and succeed in today's world. This means that taking action after your assets or data are compromised can expose your organization to undue risk. The faster you respond to a security breach—and the more you prepare for incidents and breaches—the better.

Preparing and responding is only getting more challenging. Many organizations' attack surface now includes cloud, mobile, Internet of Things (IoT) and partner systems, and understanding that environment and the threats facing it is no simple task. Crafting a strong incident response plan is no simple task either. Of those plans that the Verizon Threat Research Advisory Center (VTRAC) assessed in our Verizon Incident Preparedness and Response (VIPR) Report, 52% had fully specified containment measures, and just 50% had fully specified eradication measures.[1]

The VTRAC Rapid Response Retainer can help you and your organization get ahead of cyber risk to responsibly and holistically secure data and systems in order to quickly contain a threat and recover from a breach. The solution takes into account cybersecurity incidents across your on-premises and cloud infrastructure while contextualizing threats for intelligent response. Rapid Response Retainer provides proactive incident response capabilities customized to your cyber risk profile—so you can get back to business as quickly as possible.

Tackle risk proactively.

Effectively managing cyber risk starts long before a data breach or cybersecurity incident occurs. Rapid Response Retainer is specifically designed to help you reduce the time to respond, limit the scope of an incident and respond more effectively. It does so by helping you assess your response capabilities and deploy detection and response solutions to better prevent, mitigate and respond to cybersecurity incidents.

The core of Rapid Response Retainer gives you solid response capabilities, including retained hours to use on assessments, health checks and incident response planning, but you can also enhance the solution with add-on VTRAC capabilities. By deploying these add-ons ahead of an incident, you have immediate access to data as soon as an incident occurs.

Rapid Response Retainer can help your organization get ahead of cyber risk to responsibly and holistically secure data and systems.

Core solution components:

- 24/7 emergency hotline
- SLAs for phone and onsite support
- Flexible annual assessment options
- Designated investigative liaison
- Discounted hourly rates
- Two lightweight software network sensors
- Weekly threat intelligence summaries
- Mobile application

Add-on VTRAC capabilities:

- Prepaid hours
- Backbone NetFlow Collection
- Dark web hunting
- Network telemetry analysis
- Endpoint telemetry analysis
- Additional assessments

With a solution such as network telemetry analysis in place—or with Verizon personnel embedded at your organization—you don't have to wait for help to arrive to begin collecting data and analyzing it. These forward-deployed VTRAC capabilities allow you to secure more aggressive SLAs, as well.

The modular design also allows you to customize Rapid Response Retainer to your unique environment.

Respond smarter.

Hiring and retaining security experts is a challenge, and in the event of a large data breach, even a fully staffed team needs help. Rapid Response Retainer helps you not only augment your response team, but gives you additional investigative VTRAC capability to strengthen your response effort.

It no longer makes sense to try to keep every aspect of cybersecurity in house. A partnered approach can allow you to augment your core team with on-demand capabilities that are hard to find. The VTRAC has more than 25 years of security experience and has been performing forensic investigations for more than 15 years. We have responded to many of the largest publicly announced breaches and annually share our investigative experience in industry-recognized thought leadership publications, such as the Data Breach Investigations Report (DBIR) and the VIPR Report, among others.

Threat intelligence is one area where any organization can benefit from additional insight. The VTRAC is constantly assessing threats from around the world. As operators of one of the world's largest internet protocol networks, we see a wide array of threat actor activity. We monitor an average of more than 61 billion security events each year to improve our knowledge of potential threats and provide you with actionable analysis.

VTRAC personnel, who are a part of the Rapid Response Retainer team, are well versed in how to escalate incidents efficiently, protect forensic evidence, notify necessary parties and take the other actions required for effective, efficient incident response. Our experts can help you contain and eradicate threats, analyze malware, collect and interpret evidence, and thoroughly investigate cybersecurity incidents.

In the event of an incident, you trigger our Rapid Response Retainer support via the mobile app, 24/7 emergency hotline or contact with your designated liaison. Verizon is vendor-agnostic; Rapid Response Retainer works with the security technology you already have and can help guide incident response across your entire environment.

Control costs.

Cyber incidents can be costly—sometimes disastrously so. Proper preparation is key to reducing the financial impact.

Finding and budgeting cybersecurity expertise is challenging at the best of times. It is not something you want to do during an emergency. With Rapid Response Retainer, you don't have the stress of searching for the best contract option during a crisis.

Cyber insurance providers often recommend incident response retainer services. When combined, cyber insurance and Rapid Response Retainer provide a way to control the unpredictable costs of a security incident.

We monitor an average of more than 61 billion security events each year.

You can also control some costs, such as fines, lawsuits and reputational damage, by reducing the time it takes to contain a breach and recover from its effects. For instance, the EU's General Data Protection Regulation (GDPR) and some U.S. state regulations require organizations to report data security incidents within 72 hours.[2] Not doing so could result in large fines.

Poor handling of an incident can lead to additional operational and legal costs as well—not to mention damage to your reputation. The faster you respond to an incident, the better chance that your customers, investors and the general public will respond favorably, enabling you to better control financial repercussions.

Preparation, knowledge, peace of mind

Rapid Response Retainer gives you proactive incident response capabilities customized to your cyber risk profile. That can help you get ahead of threats to manage cyber risk, augment your incident response team with hard-to-find security expertise and manage the costs of incidents. Holistically protect the data and systems that keep your business running with Rapid Response Retainer.

Proper preparation is key to reducing the financial impact of a breach.

Learn more:

To find out more about how Rapid Response Retainer can help you proactively prepare for cyberthreats, visit verizon.com/business/products/security/incident-response-investigation/rapid-response-retainer/

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1 2019 Verizon Incident Preparedness and Response Report. https://enterprise.verizon.com/resources/reports/vipr/

2 https://www.varonis.com/blog/data-breach-response-times/