



DATA SHEET

Incident Response Retainer

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



BENEFITS

- World-renowned Mandiant experts on your side
- Access to Mandiant's industry-leading 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 FireEye Mandiant

FireEye 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 FireEye 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 IRR gives you the flexibility to structure the retainer your organization needs.

- **No-cost retainer:** Establishes terms and conditions between your organization and Mandiant for incident response services. The contract defines hourly rates for related services and technology fees. There is no financial commitment or annual cost. Charges are only 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. The pre-paid hours can be used on a variety of technical and strategic consulting services.¹

In addition to pre-established terms and conditions, add an SLA and gain peace of mind from guaranteed response times. The standard Mandiant SLA is a maximum of four hours, with an enhanced two-hour SLA to further reduce incident impact.

¹ Hours must be repurposed within the contract term.

Table 1. Benefits of prepaid hours.

Initial response	Service-level agreement	Incident Response Preparedness Service
<ul style="list-style-type: none"> • Triage security issue • Provide initial assessment based on FireEye intelligence and Mandiant experience • Live response analysis of the systems to identify malicious activity 	<ul style="list-style-type: none"> • Access to a 24/7 incident response hotline • 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 • Enhanced two-hour SLA available • Case is accepted once Mandiant and client deem that incident response services are needed 	<ul style="list-style-type: none"> • Review of existing monitoring, logging and detection technologies • Ensure ability to quickly contain an incident • Review of current network and host architecture • Evaluation of first response capabilities • Collaborative planning for typical response scenarios • Recommendations for areas of improvement

Table 2. Available consulting services for repurposing prepaid hours include:

Technical Services	Strategic Services	Education Services
<ul style="list-style-type: none"> • Compromise Assessment • Red Team Assessments • Penetration Testing 	<ul style="list-style-type: none"> • Response Readiness Assessment • Strategic Program Assessment • Incident Response Tabletop Exercise • Cyber Defense Center Development 	<ul style="list-style-type: none"> • Incident Response and Forensics • Malware Analysis • Cyber Security and Intelligence

For more information on Mandiant consulting services, visit: www.FireEye.com/services.html

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About FireEye, Inc.

FireEye is the intelligence-led security company. Working as a seamless, scalable extension of customer security operations, FireEye offers a single platform that blends innovative security technologies, nation-state grade threat intelligence, and world-renowned Mandiant® consulting. With this approach, FireEye eliminates the complexity and burden of cyber security for organizations struggling to prepare for, prevent and respond to cyber attacks.

