NTT Security

EMEA Solution Overview

Incident response and remediation – make the first 24 hours count

When you discover a security incident the clock starts ticking. Are your first 24 hours focused on stopping the incident, identifying the root cause and preventing it from happening again – or are these vital first hours spent with procurement, setting up contracts to secure the right partner to support you in this critical work?

To make the first 24 hours really count, NTT Security offers a choice of incident response and remediation retainer services that ensures highly skilled Incident Response consultants are ready to support you when you need them with all the terms and conditions, SLAs, security clearances and policies in place.

Planned reactions make a difference

Many organisations have prepared an incident response plan but do not have the resources to execute it – losing valuable hours or even days identifying and contracting the right skills and setting up the necessary SLAs and contracts.

Even the most mature cybersecurity teams will be forced into a reactive stance when an incident happens. Our service is designed to create a permanently on-call extension to your incident response team.

The first step in creating this partnership is an on-site assessment of your environment. This will establish the business and compliance context, infrastructure and architecture awareness and detailed logistical plan that ensures a rapid, effective initial deployment.

An Incident Response service designed for your business

	Silver	Gold	Platinum
4 Days Incident Response Assessment			
Retainer hours	80	120	240
Initial response	4	2	2

Clients contract NTT Security's Incident Response team over 52 weeks, and can choose three different levels of investment. Any unused retainer services can be used for other NTT Security Incident Response services such as training, mentoring and a compromise assessment at the end of each service period.

You will have a main point of contact to co-ordinate services and work with internal and external stakeholders throughout the analysis, remediation, forensics and reporting process.

Benefits of NTT Security Incident Response retainer services

Immediate planned response – your call triggers a team of highly experienced incident responders that have the insight into your business, infrastructure and compliance needs to start work within 2-4 hours

Make the first 24 hours count – rapid incident identification by skilled analysts will significantly limit the impact to your organisation

Control costs – pre-negotiated retainer rates give you greater control over remediation costs

Preserve critical evidence – knowledge of your business will ensure focus on the forensic evidence essential for law enforcement and legal action

Protect your brand – careful management of the incident can substantially reduce the impact to your brand

Meet risk and compliance goals – correct procedures ensure you meet regulatory compliance reporting requirements

Investment level	Retainer
Silver	• Response time within 4 hours (by phone) • 80 hours Incident Response consultant time
Gold	• Response time within 2 hours • 120 hours Incident Response consultant time
Platinum	• Response time within 2 hours • 240 hours Incident Response consultant time

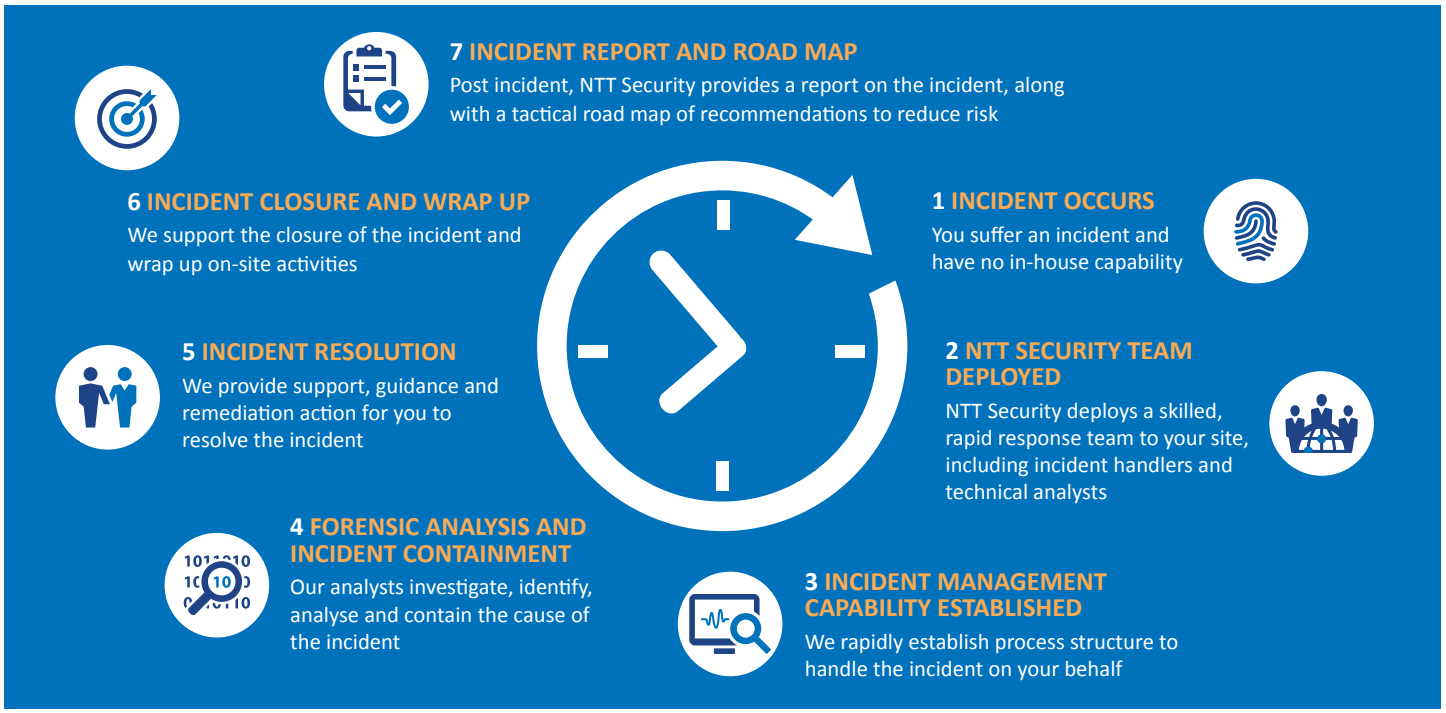
Defining your Incident Response service

Our experienced Incident Response consultants will work with you to plan how to best invest your retainer hours and define the deliverables across a range of services such as:

- **Pre-service activation workshop for each of your sites including:**
  - Discovery of assets, environment, process and people
  - Develop an action card specific to your environment
  - Assess the incident response process and handbook specific to your organisation
- **Remote incident response:**
  - Remote incident discovery with incident reporting by an incident responder
  - Remote incident response instructions upon completion of remote discovery
- **Despatch of Incident Responder on-site:**
  - NTT Security may despatch incident responder(s) as part of an on-site team
- **Provide incident response services, including:**
  - Incident triage by understanding the situation, current and residual risk from the incident
  - Limit the damage by applying the strategy to contain the incident via appropriate procedures
  - Help eliminate the cause of the incident and its counter effects by providing proper guidance and instructions to your on-site security staff
  - Provide on-site activities (as required) to preserve intrusion evidence in a forensically sound manner and in accordance with court-accepted procedures
  - Provide advisory services on chain-of-custody of evidence collected and analysed
  - Identify causes and method of intrusion
  - Clarify the damage or leakage and influence
  - Provide instructions to your on-site security staff for business recovery
- **Reporting:**
  - Prepare initial incident response report with necessary recommendations within seven working days from the time of incident closure, using the NTT Security report template*
  - Present the report findings and recommendations to the relevant stakeholders
- **Ability to transfer retainer hours to other incident response services where no activation has occurred within the current year, such as:**
  - Annual incident response plan exercise (one scenario) to test readiness in the event that no incident response callout was activated
  - Training/mentoring of customer staff in incident handling processes and tools
  - Compromise assessment of your network for presence of indicators of compromise

** Actual number of days required to prepare the final report may vary on a case-by-case basis.*

Figure 1 NTT Security Incident Response helps you to minimise the impact and cost of an incident, as well as protecting your valuable data, intelligently adapting to prevent further incidents.



About NTT Security

NTT Security is the specialized security company and the center of excellence in security for NTT Group. NTT Security delivers secure and resilient business solutions to enable clients' digital transformation needs. NTT Security has 10 SOCs, seven R&D centers, over 1,500 security experts and handles hundreds of thousands of security incidents annually across six continents.

NTT Security in the Nordics ensures that resources are used effectively by delivering the right mix of Managed Security Services, Security Consulting Services and Technology Solutions for our clients – making best use of local resources and leveraging our global capabilities. NTT Security is part of the NTT Group (Nippon Telegraph and Telephone Corporation), one of the largest ICT companies in the world. Visit **nttsecurity.com** to learn more about NTT Security or visit **www.ntt.co.jp/index_e.html** to learn more about NTT Group.

For sales enquiries, please visit **nttsecurity.com** or speak to your NTT Security account representative for more information.