

Incident Response (IR) Service

Satisnet's Incident Response (IR) Service is tailored to your organisations and allows you to rest easy knowing that help is always on hand when it comes to incidents. Expert, proactive measures are taken to help reduce or mitigate risk in advance, which in turn decreases reaction time to contain and investigate an incident.

Service Features

Retainer-based service ensures that the process of paperwork, procurement, and time delays are dealt with in advance, allowing incidents to be dealt with swiftly

SLA: within 48 hours – utilising our experienced forensics and investigations team



IR Communications Channel: guidance on suitable communications protocol and methods to use

Faster and more efficient response to incidents



Information gathering utilising the Satisnet Gap Analysis* platform

24x7x365 hotline to the UK-based SOC



Full, detailed Incident Response Plan

Dark web credentials monitoring



Quarterly review calls

The IR Service enables more preparatory work with your organisation, ultimately leading to faster and more efficient action in response to an incident.

Satisnet IR Service: Peace of Mind

The IR Service is a plan designed to provide assurance that you will have expert resources on-call in the event of an incident occurring within your environment. It provides a guarantee on the pricing of resources you may need, rather than being at the mercy of market forces at the time of an incident. Your organisation will know exactly what you are getting: IR expertise from qualified personnel, at a guaranteed, retained rate – removing the time-consuming procurement and pricing processes at the time when every second counts.

In the event of an incident occurring, organisations often respond from a standing start, after giving little thought to how to manage the incident, who needs to be involved, how to contract with IR experts, and how to manage to process.

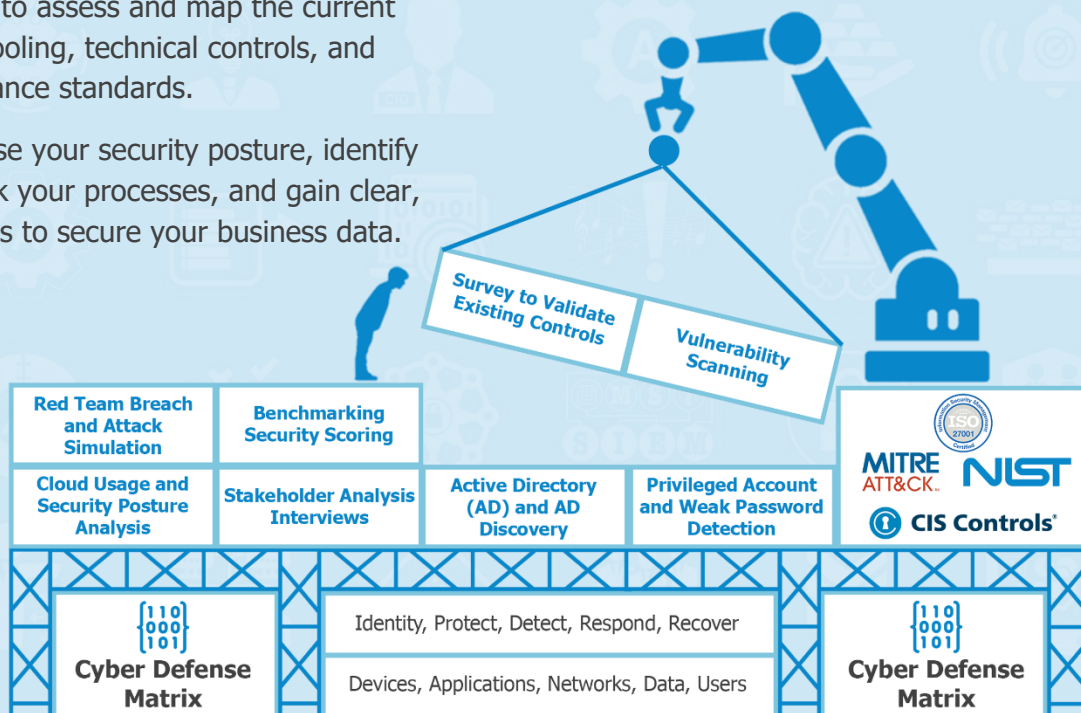
Through information sharing and the creation of a detailed Incident Response Plan, tailored to your organisation, Satisnet's IR 'Retained' Service will enable you to respond more rapidly, efficiently, and with the use of industry expertise that Satisnet have accumulated over many years of handling incidents. This preparatory work can be conducted in 'normal time', rather than during a crisis, where every second counts.

*Satisnet's Gap Analysis Platform

Complete security gap analysis to assess and map the current security of policies, security tooling, technical controls, and general governance standards.

Designed set of criteria to optimise your security posture, identify gaps in your program, benchmark your processes, and gain clear, practical, and strategic measures to secure your business data.

- Security architecture
- Operational IT security
- Monitoring and management
- Incident response
- Security awareness/training
- Coverage to frameworks:
 - NIST
 - MITRE
 - CIS
 - ISO 27001
 - Cyber Defense Matrix
- Cyber security roadmap



Satisnet IR Service: Pricing

The Satisnet IR Service is available on a retainer-based contract and is suitable for small and medium-sized enterprises (SMEs). The IR Service can be purchased as an extension of an existing Satisnet MSSP Service, or as a standalone service offering.

The Service is costed as follows:

- Up to 500 employees: £1,000 per month
- 501-1,000 employees: £2,000 per month
- 1,001+ employees: POA
- Customisable IR Service: POA