

# Sophos Security Services Retainer

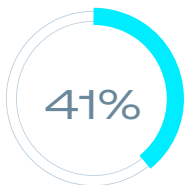
Fortify defenses and lower risk with proactive preparedness and guaranteed incident response

The Sophos Security Services Retainer delivers proactive security services to reduce risk and strengthen resilience, with guaranteed emergency incident response coverage should a threat actor strike.

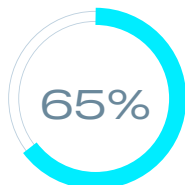
## Today's threats demand stronger cyber resilience

Organizations struggle to elevate their security posture before an attack and respond effectively when an incident occurs. Modern AI-accelerated threats demand constant readiness, yet security teams are stretched thin by day to day operational demands. Burnout and limited time make proactive planning and preparedness difficult to sustain, leaving gaps that attackers can exploit. When a threat actor strikes — often outside normal business hours — teams must react quickly, frequently without the full context or resources needed to contain and eject the adversary. The challenge is sustaining preparedness and response readiness in an environment where threats are increasingly sophisticated and AI-driven and workloads never slow.

## The proof is in the numbers



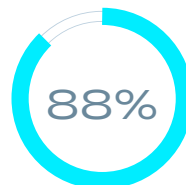
41% of IT and cybersecurity professionals reported weakened organizational resilience due to burnout.<sup>1</sup>



65% of organizations citing a known or unknown security gap as a reason for being exposed to a ransomware attack.<sup>2</sup>



3 days is the overall median attacker dwell time in cases investigated by the Sophos Incident Response team.<sup>3</sup>



88% of ransomware payloads deployed during non-business hours.<sup>4</sup>

## Benefits

- **Strengthen cyber resilience** by using proactive services to identify weaknesses in defenses.
- **Guarantee expert incident response** to assess, stop, and neutralize a threat should a breach occur.
- **Extend in-house resources** with world-class security testers and incident responders.
- **Shift to a proactive approach** by scheduling fixed-cost testing to elevate maturity and fortify resilience.
- **Improve compliance efforts** with testing to discover gaps before regulatory audits.
- **Elevate insurance position** with stronger defenses and on-call incident response capabilities.

# Sophos Security Services Retainer

The Sophos Security Services Retainer brings together proactive services, professional services, and emergency incident response coverage into one easy-to-consume subscription. Through a flexible, service-unit model, organizations can plan and prioritize proactive testing, assessments, readiness, and professional services that uncover weaknesses and strengthen defenses.

When an incident occurs, the retainer ensures rapid access to experienced incident responders, defined response SLAs, and pre-negotiated discounted emergency hourly rates, eliminating delays and uncertainty. The result is a balanced approach to cybersecurity that improves readiness before an attack and delivers confidence, clarity, and expert support when it matters most.

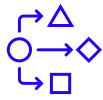
## What's included with the retainer

Tier/category	Level 1	Level 2	Level 3	Level 4
Service Units (SUs) included	2	15	35	65
Buy additional SUs	Yes	Yes	Yes	Yes
Convert SUs to Emergency IR hours	No	Yes	Yes	Yes
Buy additional Emergency IR hours	Yes	Yes (pre-negotiated discounted rate)	Yes (pre-negotiated discounted rate)	Yes (pre-negotiated discounted rate)
Built-in IR retainer <sup>^</sup>	No	Yes	Yes	Yes
Technical Support Priority Routing	Yes	Yes	Yes	Yes
Pro Services Community Access	Yes	Yes	Yes	Yes
Services Liaison	No	No	Yes	Yes
Annual Executive Briefing <sup>*</sup>	No	No	Yes	Yes
Annual Password Cracking Exercise <sup>*</sup>	No	No	No	Yes

<sup>^</sup> Level 1 customers can purchase a standalone incident response retainer that provides guaranteed SLAs for incident response, a pre-negotiated discounted rate for Sophos Emergency Incident Response hours, and the ability to purchase Service Units for proactive services.

<sup>\*</sup> Upon request

# What the Security Services Retainer delivers



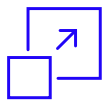
## Flexibility via prepaid Service Units

Each retainer tier includes a number of Service Units that can be redeemed for proactive and professional services. This allows organizations to plan out the usage of services throughout the year to meet their needs and fortify resilience. You can also convert Service Units to Sophos Emergency Incident Response hours, if necessary.



## Broad access to proactive and professional services

Gain access to a comprehensive catalog of proactive and professional services, including a wide range of expert-led testing, assessment, and service engagements. Each service listed in the catalog is clearly defined and assigned a corresponding number of Service Units.



## Included incident response retainer with guaranteed SLAs

Higher tiers include an incident response retainer that provides guaranteed SLAs for initial response and engagement start. You also benefit from pre-negotiated discounted rates for additional Sophos Emergency Incident Response hours, reducing cost uncertainty during serious security incidents.



## Access to world-class security expertise

Services are delivered by experienced security testers, professional services consultants, and incident responders, who possess a deep, real-world understanding of emerging threat actor behaviors and security best practices. The team is backed by Sophos X-Ops threat researchers, threat hunters, and security analysts.



## Complete coverage across the security lifecycle

The Security Services Retainer brings together proactive, professional, and emergency response services into one subscription, simplifying purchasing and consumption. Organizations gain comprehensive capabilities from a global security leader across preparedness, prevention, and response without juggling multiple retainers or contracts.

## Options for Service Units usage include:

- External Penetration Tests
- Internal Penetration Tests
- Wireless Network Penetration Tests
- Web Application Security Assessments
- Security Posture Assessments
- Tabletop Exercises
- Implementation of Sophos Endpoint, Sophos XDR, and Sophos MDR
- Deployment of Sophos Firewall
- Sophos MDR guided onboarding
- See [Services Catalog](#) for a complete list of options.

# A smarter way to plan, prepare, and respond

Modern threats demand more than point-in-time services or fragmented retainers. The Security Services Retainer brings proactive preparedness and rapid response together within a single subscription, providing organizations the flexibility to plan, prioritize, and continuously strengthen their security posture.

With prepaid Service Units, broad access to expert-led services, and guaranteed incident response coverage, the retainer removes uncertainty from both preparation and response. Work with Sophos to help reduce risk, fortify resilience, and respond decisively in the face of an increasingly unpredictable threat landscape.

## Industry Accolades



Accredited for security testing, validating Sophos technical capabilities, processes, and governance.



Three consecutive wins, DEFCON Wireless Capture the Flag (our testers now help host the competition).



Certifications that illustrate the wide range of expertise Sophos Red Team members possess.



Accredited by the UK National Cyber Security Centre (NCSC) as a CIR Incident Response service provider, possessing both CIR Enhanced and CIR Standard accreditations.



Accredited by Germany's Federal Office for Information Security as a trusted partner for incident response engagements.



Accredited by Japan's Ministry of Economy, Trade, and Industry as meeting standards for service reliability and operational maturity.

Learn more at [sophos.com/retainer](https://sophos.com/retainer)

- 1 - Sophos: The Human Cost of Vigilance: Addressing Cybersecurity Burnout in 2025
- 2 - The State of Ransomware 2025 - Sophos
- 3 - Sophos Active Adversary Report 2026
- 4 - Sophos Active Adversary Report 2026

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