

Sophos Incident Response Services Retainer



Immediate Access to Critical Security Services

With the Sophos Incident Response Services Retainer you have an elite team of cybersecurity, incident response, digital forensics, and operations experts on standby to get your organization back to normal operations quickly in the event of a breach.

Preplanned Incident Response Services

Sixty-five percent of organizations suffered a significant breach event in the last 12 months despite considerable investments in cybersecurity tools. In 2022, organizations took 63 days on average to recover from a breach and spent an average of \$3 million on total recovery costs. The only way to save time, reduce costs, and mitigate the impact of a breach is to have an incident response team in place before attackers strike.

The Sophos Incident Response Services Retainer is an annual subscription that provides access to an on-demand team of elite incident response experts that will rapidly deploy into your environment to disrupt, contain, and fully eliminate active attackers. It also includes critical incident preparedness resources to improve your organization's security posture and reduce the likelihood of a breach.

The Sophos Incident Response Services Retainer includes:

- ▶ Pre-arranged and discounted incident response service rates and conditions
- ▶ 24/7 access to an elite team of incident response experts
- ▶ A vulnerability assessment report
- ▶ A Sophos Central console Health Check and device audit
- ▶ Monthly threat intelligence briefings
- ▶ An incident response preparedness guide

Flexible Options and Aligned Incentives

Traditional incident response services and retainers require organizations to purchase "buckets of hours" that determine the maximum time that a service provider will spend responding to an attack. Reach that time limit, and work stops until a new "bucket of hours" is purchased. This makes response costs unpredictable, and worse, incentivizes service providers to charge for more time rather than getting you back to your normal operations quickly and efficiently.

The Sophos Incident Response Services Retainer provides discounted rates on a fixed-cost, 45-day services engagement that's priced based on the total number of devices in your organization:

Organization Size	# of Devices	IR Services Credit	IP Address Scan
Small	1-199	\$4,000	Up to 15
Medium	200-1999	\$10,000	Up to 25
Large	2000+	\$20,000	Up to 50

Highlights

- ▶ Accelerate response time with pre-arranged service terms and conditions
- ▶ Incident response experts on standby to get your organization back to normal operations quickly
- ▶ Evaluate your current security posture with a custom vulnerability assessment
- ▶ Get the latest insights and best practices with monthly threat intelligence briefings
- ▶ Improve organizational readiness with an incident preparedness guide
- ▶ Predictable, fixed-fee pricing means you don't have to worry about hidden costs

Rapid Incident Response

If a security breach or incident is confirmed or suspected, the Sophos Incident Response Services team will identify and eradicate the threat. Incident response starts within hours, and the majority of customers are triaged within 48 hours. Sophos Incident Response Services are available to both customers using Sophos products and customers using tools from other security vendors.

45 Days of Post-Incident Monitoring and Response Services

The Sophos Incident Response Services team includes specialists who neutralize active threats. The moment a breach or incident is resolved, we transfer you to [Sophos MDR Complete](#), our top-tier MDR service, to provide 24/7 threat hunting, investigation, detection, and response services for a 45-day period.

Should the same threat — or even a new threat — emerge during that period, Sophos analysts will respond and eliminate the threat at no additional cost.

Experiencing an Active Attack?

If you are in the middle of an active attack, call your regional number below at any time to speak with an Incident Advisor:

Australia: +61 272084454

Austria: +43 73265575520

Canada: +1 7785897255

France: +33 186539880

Germany: +49 61171186766

Italy: +39 0294752897

Netherlands: +31 162708600

Sweden: +46 858400610

Switzerland: +41 445152286

United Kingdom: +44 1235635329

USA: +1 4087461064

Email: RapidResponse@Sophos.com

United Kingdom and Worldwide Sales
Tel: +44 (0)8447 671131
Email: sales@sophos.com

North American Sales
Toll Free: 1-866-866-2802
Email: nasales@sophos.com

Australia and New Zealand Sales
Tel: +61 2 9409 9100
Email: sales@sophos.com.au

Asia Sales
Tel: +65 62244168
Email: salesasia@sophos.com