

Incident Response Retainer Services

YOUR Safety is OUR Business!

THE INCIDENT RESPONSE AND CYBERSECURITY EXPERTS YOU NEED, WHEN YOU NEED THEM

Rethink your approach to acquiring cybersecurity expertise. Instead of using a budget to hire a single expert for one role, you could have access to a team of cybersecurity experts with diverse skill sets.

Our Incident Response Retainer is **an annual subscription** that helps extend your cyber defense capabilities and capacity by providing **flexible access** to a wide range of industry-leading security experts. The retainer provides you with **on-demand access** to incident responders, consulting services, threat intelligence analysts, and training led by elite security practitioners.

STAY AHEAD OF CYBER THREATS – BE READY BEFORE AN INCIDENT STRIKES

BREACHES HAPPEN. RESPOND WITH CONFIDENCE!

With our Incident Response Retainer, you gain **rapid response times, pre-negotiated service rates, and clearly defined terms**. In the event of a security breach, you can immediately activate our team of experts to begin investigation and containment—minimizing damage and downtime.

ADAPTABLE PLANS TO MEET YOUR NEEDS

Our retainer also includes **prepaid service hours** that can be utilized throughout the year to enhance your cybersecurity posture. Whether for consulting, training, or urgent security assessments, these funds ensure seamless access to expert services—without the need for contract adjustments.

WHY AN INCIDENT RESPONSE RETAINER IS ESSENTIAL

Cyberattacks are no longer a question of if, but when. The average breach costs millions in financial losses, reputational damage, and operational disruption.

When an attack happens, every second counts. Without a retainer, organizations face delayed response times, regulatory fines, and prolonged recovery.

The risk is real:

- it takes businesses 197 days to discover a breach and 69 days to manage it;
- in 20% of cases, attackers achieve data exfiltration within an hour;
- 54% of businesses report that their IT staff lack the skills to combat attacks

An Incident Response Retainer ensures immediate access to elite cyber responders, significantly reducing downtime and financial impact.

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WHY CHOOSE US AS YOUR INCIDENT RESPONSE RETAINER?

> 24/7 ON-CALL SUPPORT

We're available anytime, ensuring you get immediate assistance when you need it most.

> ELITE INCIDENT LEADERSHIP

Our IR experts work alongside your teams to align efforts and drive security outcomes.

> FAST DEPLOYMENT OF IR TOOLS

We rapidly implement investigation and response tools to accelerate containment.

> DEEP FORENSIC & MALWARE ANALYSIS

Uncover attacker tactics, indicators of compromise (IoCs), and the full extent of the breach.

> ADVANCED NETWORK VISIBILITY

We recommend and deploy advanced network monitoring to detect, track, and mitigate threats.

> REGULATORY & COMPLIANCE SUPPORT

Ensure adherence to industry standards like NIS2, GDPR, and ISO 27001 to mitigate legal risks.

> INCIDENT RESPONSE READINESS ASSESSMENT

A detailed review of your organization's current security posture and incident response plan to identify gaps and recommend improvements, ensuring faster and more effective responses when a breach occurs.

> SECURITY PROGRAM ASSESSMENT

A holistic evaluation of your cybersecurity framework, identifying strengths and weaknesses in governance, policies, and controls to enhance overall security resilience.

> ANNUAL CYBER DRILL

A full-scale simulated cyberattack designed to test and improve your organization's response capabilities, training employees, refining incident response procedures, and ensuring readiness for real-world threats.

> COLLABORATIVE APPROACH

We work closely with your internal teams to streamline incident handling and decision-making.

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TIMELINE: WORKING WITH AN INCIDENT RESPONSE RETAINER



ONBOARDING

- We meet with you to discuss Incident Response requirements
- We agree on the best option, based on your requirements
- You sign the incident response (IR) retainer contract
- A workshop is held with clients to gain an understanding of their infrastructure systems and current risks

OUR INCIDENT RESPONSE TEAM ON STANDBY

- Incident occurs - you contact Bit Sentinel over agreed channels
- Incident triage and first response call. We attend the site if needed
- Quarterly check-ins to review the general threat landscape and your overall cyber needs

UNUSED FUNDS

- Clients can put unused retainer fees towards other cyber security services
- Discussion of how to use any unused retainer fees at the nine-month quarterly check-in.

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TYPES OF CYBERSECURITY INCIDENTS WE HANDLE

Incident type	Description
INTELLECTUAL PROPERTY THEFT	Theft of trade secrets or other sensitive information.
FINANCIAL CRIME	Payment card fraud, ACH/EFT attacks, extortion, and ransomware.
PERSONALLY IDENTIFIABLE INFORMATION (PII) EXPOSURE	Unauthorized disclosure of personal data.
INSIDER THREATS	Malicious or negligent actions from employees, vendors, or partners.
DESTRUCTIVE ATTACKS	Attacks aimed at causing irreparable damage to systems and data.

WHY YOU NEED INCIDENT RESPONSE RETAINER SERVICES NOW - KEY BENEFITS

- **IMMEDIATE ACCESS TO EXPERTS**
24/7 response, ensuring a fast reaction to threats before they escalate.
- **REDUCED DOWNTIME & FINANCIAL LOSS**
Mitigate operational disruption and minimize the cost of cyberattacks.
- **FASTER RECOVERY & CONTAINMENT**
Our SLA-backed response ensures threats are neutralized quickly.
- **PROACTIVE CYBER RESILIENCE**
Use retainer hours for tabletop exercises, risk assessments, and training to prevent attacks before they happen.
- **CUSTOMIZED RESPONSE PLAYBOOKS**
We tailor response strategies to align with your unique risk profile and business needs.

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OUR OFFERING AT A GLANCE

FEATURE	ESSENTIAL	ADVANCED	ENTERPRISE	ULTIMATE
Onboarding and cyber security workshop	Basic onboarding	Cybersecurity workshop	Cybersecurity workshop	Bespoke
24/7 incident notification hotline				
First response (remote)	8 - 10 business hours	8 hours	4 hours	4 hours (priority)
On-site response time	48 hours	24 hours	24 hours	Custom
Prepaid hours	Time & material	Prepaid hours (50) + Time & material	Prepaid hours (75) + Time & material	Prepaid hours (125) + Time & material
Incident response readiness assessment				
Security program assessment				
Annual cyber drill				
Use the remaining retainer on other cyber security services				

*Custom retainers available based on your specific needs, including better SLAs.

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CUSTOMIZE YOUR INCIDENT RESPONSE RETAINER FOR OPTIMAL SECURITY COVERAGE

Our incident response retainer service is unique because you can **customize your cyber risk retainers** with a wide variety of proactive, response and notification services best suited for your situation and goals. Some examples of the options available are:

-  Managed detection & response
-  Web application testing
-  Red teaming
-  Incident response planning
-  Breach notification
-  Application security services
-  Penetration testing
-  Ransomware assessments
-  Incident response services
-  Digital forensics
-  Remediation services
-  Security code review
-  Compliance audit
-  Governance, risk management, and compliance
-  Review and development of policies and procedures

KEY BENEFITS OF CUSTOMIZING YOUR INCIDENT RESPONSE RETAINER

> TAILORED SECURITY COVERAGE

Get the protection you need by selecting services that align with your business needs.

> FASTER RESPONSE TIMES

Minimize downtime and damage with a predefined plan and expert support.

> COST EFFICIENCY

Optimize your budget: invest in the services that matter most.

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THE STRATEGIC VALUE OF ONBOARDING AND WORKSHOPS

A well-prepared and coordinated response is critical. Establishing strong collaboration before an incident occurs accelerates response times and strengthens resilience.

Our onboarding and workshop sessions provide a structured approach to understanding your security architecture, refining incident response strategies, and ensuring coordination between your team and our experts.

Depending on your selected service level, we offer the following:

BASIC ONBOARDING

Designed to establish a strong security foundation, this session facilitates alignment between key stakeholders and our cybersecurity specialists.

- **EXECUTIVE-LEVEL SECURITY BRIEFING**
A minimum 1-hour strategic meeting at Bit Sentinel offices, your office or a virtual session.
- **KEY CONTACT ALIGNMENT**
Ensuring easy communication between your organization and our security experts.
- **ENTERPRISE ENVIRONMENT OVERVIEW**
High-level assessment of your network, systems, and application security posture.
- **STRATEGIC SECURITY INSIGHTS**
Initial recommendations to enhance your organization's security maturity.

EXECUTIVE SECURITY WORKSHOP

A hands-on, scenario-driven workshop designed to enhance your organization's incident response (IR) capabilities.


- **IN-DEPTH STRATEGY SESSION**
A minimum 3-hour workshop at your location with executive leaders & key IR stakeholders.
- **RISK AND RESILIENCE ASSESSMENT**
Comprehensive review of your network, system, and application security landscape.
- **CRISIS SIMULATION EXERCISE**
Tabletop incident scenario to stress-test your crisis management protocols.
- **SECURITY GOVERNANCE REVIEW**
Evaluation of existing incident response & communication plans, analysis of past cyber events.
- **EXECUTIVE-LEVEL RECOMMENDATIONS**
Actionable insights & strategic guidance to strengthen incident response readiness and mitigate vulnerabilities.

Engage in these sessions to be better equipped to navigate security challenges, optimize response strategies, and safeguard business continuity.



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ACT BEFORE IT'S TOO LATE!

Let's discuss your cybersecurity readiness today. Book a consultation now and receive a free cybersecurity risk assessment.

Don't wait until an attack cripples your business.

Contact us to lock in your retainer and take control of your security future.