Prepare intelligently. Respond quickly.

Rapid Response Retainer

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Your business has never been more connected–or more vulnerable. If you aren't prepared to protect yourself from cyber threats, your network could be compromised, data destroyed and brand potentially damaged.

Strong defenses use threat intelligence to help anticipate problems and use well-defined strategies to react quickly as cyber incidents occur. We have more than 25 years of industry experience, one of the largest IP networks in the world and monitor 61+ billion security events (on average) each year to improve our knowledge of potential threats and provide you with actionable analysis.

With Rapid Response Retainer, our team of highly trained security experts helps you plan your defense against possible attacks by producing accessible threat intelligence, helping to raise cyber awareness and showing you steps to efficiently manage your risk. You'll gain robust security support, including:

Verizon intelligence feed

We provide targeted, contextual threat information that will help move you from reacting to threats to pre-empting them. Based on your subscription level, you'll receive Cyber Brand Intelligence reports, backbone NetFlow and incident packet analytics. You'll also have 24x7 access to our Rapid Response Retainer hotline, detailed research and a threat advisory feed to help keep your security profile up to date.

Designated experts

You'll partner with an experienced investigative liaison from the Verizon Threat Research Advisory Center (VTRAC) who will become familiar with your organization and processes, provide security-response training, and lead the response effort if you have a security incident.

Detailed information

Reports, analysis, advice on key risk categories, information about high-profile security issues, early warning intelligence and actionable guidance on how to counter threats are available at your fingertips, depending on which package you choose.

Cyber-incident capability assessment

Select from a range of services to identify how prepared you are to meet potential threats.

Incident escalation hotline

You'll have 24x7 access to our Rapid Response Retainer hotline, and an investigator will assist you with incident scoping, containment, investigation and evidence-handling best practices.

Response times backed by service level agreements

If a critical security issue occurs, you'll know we're there for you based on times agreed upon in your service level agreement (SLA). SLAs are available for the Rapid Response Retainer hotline, when the emergency on-site investigator is in transit and for the malcode analysis report.

Expert security consulting and support

You'll have access to a range of investigative response and security support professionals.

Time is of the essence.

Whether there's an incident, or just a threat of one, with Rapid Response Retainer you'll have a team of experts at the ready and just a phone call away.

- Contact us as soon as you suspect a threat. With our competitive response SLAs, you'll have an expert on the case by phone within three hours and, if needed, an on-site investigator will be in transit to your location within 24 hours.*

- We'll start pinpointing the source of the suspect activity, determine the full extent of damage and take the steps necessary to help you contain the breach.

- Beyond identifying attacker tools, techniques and procedures, we can help preserve and document material evidence to support a thorough forensic investigation.

The choice is yours.

Whether you want to enhance your intelligence, acquire support for incident handling or fully outsource your investigative response, we offer a range of service models to meet your business requirements. You can select services based on your current needs and adapt as your business changes. Rapid Response Retainer is available in three tiers: Essential, Plus and Premium

Service	Essential	Plus	Premium
On-site data collection	✓	✓	✓
Forensic imaging and analysis	✓	✓	✓
Malware analysis	✓	✓	✓
Electronic data recovery	✓	✓	✓
Proper evidence handling	✓	✓	✓
Secure evidence transport, storage and analysis	✓	✓	✓
24x7 Rapid Response Retainer hotline	✓	✓	✓
Response SLAs for Verizon investigators* - By phone within 3 hours - Investigator in transit within 24 hours - Preliminary malware analysis with 24 hours	✓	✓	✓
Weekly open source intelligence summaries	✓	✓	✓
Monthly intelligence briefing	✓	✓	✓
Choice of one of four Incident Response assessment options	✓	✓	✓
Cyber Brand Intelligence (up to 15 keywords) with weekly reporting		✓	✓
Touchless collection, retention, of customer NetFlow			✓
Deployment of one Incident Packet Analytics (IPA) sensor			✓
Incident packet analysis and reporting (based on contracted hours)			✓
Data analysis of endpoint protection software (based on contracted hours)			✓

* Terms, conditions and restrictions apply. See your VZ account manager for details.

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Optional services include:

- Pre-purchased service hours

- Additional keyword bundles

- Additional network sensors

- Additional seats of endpoint protection

- Proactive threat hunting

Why Verizon?

For threat intelligence to be truly effective, you need to go beyond data collection and distribution, but you need context and scope to take action. As the operator of one of the world's largest global IP networks with more than 35,000 security devices under management, we have broad visibility into the cyber threat landscape.

Our security teams have been performing forensic investigations for more than 13 years, monitor more than 61 billion security events each year (average), and have published 11 data breach investigations reports–covering over 349,000+ incidents and more than 12,000 confirmed breaches.

We've shared our knowledge through thought leadership and industry reports for more than a decade and are ready to share this experience with you. But don't just take our word for it, look at our numerous industry awards: verizon.com/about/our-company/awards-recognition

Learn more.

To find out more about how Rapid Response Retainer provides the intelligence you need to act quickly against cyberattacks, visit

enterprise.verizon.com/products/security/incidentresponse.