

McAfee Incident Response Service

Comprehensive incident response service better prepares you for a cyberattack

Are you prepared for a cyberattack? Like many enterprises, you struggle to be prepared for a cyberattack. You fear when the next one will hit and how quickly you can respond and remedy the attack. McAfee® Incident Response (IR) Service provides a comprehensive offering that combines an IR readiness assessment and pre-paid emergency incident response hours, delivered by our seasoned security experts. Be more prepared for an attack with McAfee IR Service.

Your Challenges

The IT professionals on the front line frequently lack the preparedness they need to protect their organizations' data and respond to a cyberattack. According to the Ponemon Institute's *2018 Cost of Data Breach Study*, companies with an incident response plan save more than \$340,000 per breach, on average.¹ And, when a cyberattack has been identified, the compromise could result in serious damage to your company's reputation and financial impact. Today's average total cost of a data breach is \$3.86 million, with a US company average cost of \$7.91 million, the most expensive for any company worldwide.²

Companies that contained a breach in less than 30 days save more than \$1 million versus those who took more than 30 days to resolve.³ Are you prepared to answer to your CISO, other company executives, and your board? Do you have skilled resources to effectively respond to a

cyberattack? Despite your best efforts of thinking you're prepared for a security breach, you have only minutes and hours to act—not days and weeks. And even with the best intentions, few teams have enough time or up-to-date experience to effectively respond and remedy a breach.

To prepare for a cyberattack and to respond more effectively, you need to strengthen your incident response preparedness and have immediate access to skilled experts. You also need to extract maximum value from your McAfee solutions. McAfee can help improve how you respond to incidents.

Comprehensive Incident Response Service

The McAfee IR Service is a unique offering that combines two services to help prepare and strengthen your company against a cyberattack. We start with a proactive week-long IR readiness assessment designed

Key Advantages

- **Be more prepared for cyberattacks:** During the IR readiness assessment, McAfee security experts proactively help your staff build a complete IR plan.
- **Respond more effectively and reduce business disruptions from a cyberattack:** With emergency IR hours you can report a cyberattack 24/7/365—from any global location—and get direct access to our security experts within a one-hour Service Level Goal (SLG).
- **Improve the ROI of your McAfee investment:** Extract maximum value from your McAfee solutions, secure your data, and protect your investment. McAfee security experts will help you gain knowledge to make your IR strategy and emergency IR purpose-built to leverage technology you already own.

Connect With Us



DATA SHEET

to develop an IR plan on how to handle a cyberattack. During this process, we assess your current IR plan, conduct interviews with stakeholders, and develop a comprehensive review of people, process, and technology. This also includes a review of product integration into the IR plan. This helps ensure that when a cyberattack occurs, your IR plan will be current and updated.

In the event you need to react to a cyberattack, a flexible engagement model with 160 pre-paid emergency IR hours is available to use over a 12-month period. If an incident occurs, contact McAfee immediately. We begin triage of the issue while using McAfee products to contain and mitigate the problem. And, if you don't utilize all 160 hours during the 12-month period, they can be applied towards other McAfee professional services.

This service provides peace of mind. It saves you time during a crisis by having a pre-negotiated statement of work (SOW) in place. It provides significant savings with emergency IR pre-paid hours.

Prepare for Cyberattacks, Respond More Effectively to Reduce Business Disruptions, and Improve ROI of Your Solutions

By partnering with McAfee, we develop an IR plan that helps you be more prepared for a cyberattack. And, when one occurs, your prepaid emergency IR hours provide direct access to McAfee security experts throughout the crisis. We help you gain knowledge

to make your IR strategy and emergency response purpose-built, leveraging the technology you already own. This improves the ROI of your McAfee solutions.

No one knows our products better than we do. McAfee is staffed with some of the best and most experienced IR talent in the industry who are skilled at identifying network and application vulnerabilities, helping organizations design IR plans, developing ironclad security strategies, and providing cyberattack remediation.

McAfee Crisis Management Methodology

- Perform data analysis, scoping to determine affected customer systems/networks, and forensic reconstruction/timelining
- Analyze malware behavior, purpose, features, means of propagation, threat actor sophistication, scope of compromise, perform data analysis, detection methods, and more
- Operationalize industry best practices chain of custody process, including forensically sound gathering, labeling, sealing, and documentation of evidence
- Determine the technical root causes for the incident to identify the most appropriate tactical and/or strategic courses of action to prevent future recurrence and strengthen your organizational security posture
- Provide incident oversight, as necessary
- Ensure available tools and personnel are deployed so that the threat is eliminated in a timely manner

Features

IR Readiness Assessment

40 hours of planning that includes:

- Presentation and discussion of program and expected outcome
- Interviews with role players and stakeholders
- Review of current IR plan
- Understanding of product integration into the IR plan
- Report outlining findings and recommendations, including IR playbook
- IR handbook
- New and/or revised IR plan

Emergency Incident Response Hours

160 pre-paid emergency response hours that includes:

- 24/7/365 global support hotline to report cyberattacks
- Direct access to IR security experts with a one-hour response SLG
- Immediate dispatch of security experts to your site, if needed
- Remediation assistance (investigate, contain, forensic capture, remediate, and analyze)
- McAfee products used to contain and mitigate
- Collaborative incident management using proven crisis management methodology

DATA SHEET

- Provide specific tools and direction to mitigate existing threat
- Act as coordinator between your company and third-party vendors, as appropriate, in relation to security tool found in customer environment
- Utilize McAfee products installed in the customer environment for triage and mitigate

About McAfee Customer Success Group

The McAfee® Customer Success Group unites services, support, and training to help your business realize long-term security success.

Our mission is simple: we are dedicated to helping you successfully deploy and use McAfee solutions, manage your operational risk, and see a sustained value over time.

From deployment services and proactive account management, to self-help resources, communities, and on-call expert assistance, the McAfee Customer Success Group delivers the people, processes, tools, and technology to ensure that you achieve the security outcomes you want.



Learn More

By uniting a world-class support infrastructure, expert consulting services, on-demand education, and structured account management, the McAfee IR Service offering helps you safeguard your organization and realize the value of your security investment.

Visit [McAfee Incident Response](#) to learn more, or contact your sales account manager or partner.

Features (continued)

- Daily status report on investigative and security breach
- Daily written investigative vulnerability finds and mitigation steps for implementation
- Written final report containing all details of the Emergency IR engagement, including remediation and de-brief of lessons learned
- Apply unused hours to other McAfee Professional Services in the 12-month period

1. *2018 Cost of Data Breach Study* (Ponemon Institute)
2. Ibid.
3. Ibid.
4. Unused hours at the end of the 12-month period can be applied to other McAfee professional services.



2821 Mission College Blvd.
Santa Clara, CA 95054
888.847.8766
www.mcafee.com

McAfee and the McAfee logo are trademarks or registered trademarks of McAfee, LLC or its subsidiaries in the US and other countries. Other marks and brands may be claimed as the property of others. Copyright © 2018 McAfee, LLC. 4122_0918
SEPTEMBER 2018