

# Guaranteed support for when you need it most.

Purchase peace of mind with an Incident Response Retainer, increase operational resilience, protect your company's reputation, and close security gaps—all under one line item.

## Not If, but When

Despite your best efforts, *breaches happen*. When an incident occurs, you need an experienced incident response team on standby to minimize business impact.

PacketWatch has partnered with Converge Technology Solutions to provide a comprehensive live-triage solution including our Incident Response Retainer (IRR) and their best-in-class management and support services.

## Swift Response and Threat Eradication

PacketWatch has over a decade of experience in responding to sophisticated cyberattacks. Our incident response team is comprised of elite, battle-hardened security analysts, ready to deploy immediately, 24/7.

Once engaged, our analysts jump into action and our staff provide critical updates throughout the remediation process, keeping your team and vendors in the loop.

## Litigation Support

When incidents necessitate litigation, PacketWatch team members are prepared to provide expert witness testimony, analysis, and support for your case, ensuring that your organization is well-prepared to navigate the complexities of legal proceedings related to cybersecurity incidents.

## Minimize Risk, Maximize Utility

Receive additional value from PacketWatch's IRR by repurposing unused incident response hours, using them to improve proactive security measures. Unspent hours can be used for advisory services such as IR Plan Development or Tabletop Exercises.

## Key Benefits

### Defense on Standby:

Purchase your incident response protection ahead of time to reduce the time to recovery. PacketWatch Incident Response is available 24/7. We take time to understand each client's unique network environment and IR plan.

### Minimize Business Disruption:

When your organization is paralyzed by a cyberattack, we help to get you back online as soon as possible.

### Reduce the Cost to Recover:

PacketWatch is consistently more efficient by up to 30 percent less than the Policy retainer amount.

**Build Resilience:** Clients can reallocate unused IRR hours towards our Advisory Services which include Tabletop Exercises, Incident Response

## Powered by PacketWatch Technology

We leverage our cutting-edge, proprietary network monitoring and analysis platform for all engagements.

## PacketWatch Incident Response Retainer (IRR)

Our security analysts are specialized in combatting sophisticated and persistent threats. We work tirelessly to quickly triage cyber incidents, provide recovery guidance, and deliver authoritative answers alongside diligent reporting.

We also offer additional value in our policy by allowing clients to reallocate unused retainer hours towards proactive security services.

Retainers lock in specialty pricing for additional hours and Advisory Services.

### Features

- ✓ Prepaid Block of Hours (minimum 60)
  - ✓ 24/7 Support Hotline
- ✓ 2-Hour Service Level Agreement for Initial IR Scoping Call
- ✓ Repurpose unused hours for Advisory Services
- ✓ Access to the PacketWatch Platform, our proprietary threat-hunting platform
  - ✓ 1-Year Term

### Advisory Services

Here are just some of the services you can apply your retainer towards:

- Response Readiness Assessment
  - IR Plan Assessment Services
- IR Plan and Playbook Development Services
  - Incident Response Tabletop Exercises
- Cyber Threat Intelligence Scanning

### About PacketWatch

PacketWatch is a cybersecurity firm focused on incident response, managed detection and response, forensics, and advisory governance, risk management, and compliance services utilizing our proprietary network-based threat-hunting platform.

Our approach extends network visibility beyond traditional perimeter defenses to identify and eliminate threats before they can cause damage. We understand that the right tools are essential, but we also know that it's people who respond to incidents, remediate security gaps, and restore confidence in an organization's cybersecurity defenses.

### About Converge Technologies

Converge brings world-class IT solutions to their customers, offering a comprehensive suite of services to empower organizations to thrive in the digital age.

They provide advanced analytics, application modernization, cloud platforms, cybersecurity, digital infrastructure, and more as a services-led, software-enabled firm.

They're working to build a world where technology not only streamlines operations but becomes the catalyst for growth, innovation, and sustainability.

Ready to get started? Contact us at [ConvergeTP-Partner@PacketWatch.com](mailto:ConvergeTP-Partner@PacketWatch.com)