

# Incident response and forensics

For most organizations, having a well-defined incident response capability is not a priority. But without specialized resources and a rapidly deployable plan, you risk scrambling to act on a security breach, causing more damage and loss of valuable forensic data than intended.

If you experience an incident, the Flexential professional services team is mobilized to act immediately to prioritize issue resolution and restore operations quickly. Our cybersecurity experts implement forensics best practices to determine and document the incident root cause, effect and remediation recommendations.

We can help with chain-of-custody and preservation of evidence as well so you are best positioned to take the information to a court of law if a perpetrator is identified. Our seasoned professionals can tailor additional reports or statements to specific audiences, such as boards of directors or public reporting agencies.

**An incident response plan is required for organizations subject to industry and regulatory compliance standards, including PCI DSS, HIPAA, NIST 800-53, FISMA, NERC CIP/SCADA and 23 NYCRR 500.**

To learn more about Flexential services, contact us at 877.448.9378 or [sales@flexential.com](mailto:sales@flexential.com)



## Features

- 24/7 security incident investigation and response management
- Rapid engagement with a simplified statement of work
- Vendor and technology agnostic with multi-platform expertise
- Experience with current forensics tools to capture data for law enforcement
- Tight integration with the Flexential data center support team
- Monthly retainer package that includes incident handling kit and guide

## Benefits

- Reduce risk and mitigate brand reputation and customer loyalty fallout
- Identify processes most susceptible to a security breach
- Understand required reporting to third parties
- Position your organization to pursue perpetrators in a court of law
- Demonstrate your commitment to security and compliance

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## Broad incident response and readiness expertise

Without proper testing by a highly trained and readily available response team, key steps might be overlooked, increasing your exposure. Armed with knowledge of the latest threats, our cybersecurity experts will identify the attack source and remediate quickly. We have broad data breach response experience – from sensitive corporate information to PCI/payment card data and other protected assets.

## Comprehensive risk mitigation support

With an in-house team of cybersecurity professionals that is difficult to recruit on your own, Flexential offers deep expertise and a broad range of solutions to help you manage risk confidently. We'll safeguard your critical information and infrastructure assets, forensically protect data and quickly restore operations if you experience a breach.



Flexential helps organizations optimize IT transformation while simultaneously balancing cost, scalability, compliance and security. With a focus on building trusted relationships, providing valuable support and delivering tailored solutions and reliable performance, Flexential delivers colocation, connectivity, cloud, managed solutions and professional services to 4,200 customers across the U.S. and Canada.

