





In case of a security incident, we support you quickly, competently and proficiently

You could be the victim of a cyber attack at any time. Our Incident Response Retainer is the perfect solution when it comes to acting in a prepared, fast, efficient and effective manner.

- Support from our experienced Computer Security Incident Response Team (CSIRT)
- · Fastest possible detection and isolation of the attacker
- Comprehensive damage analysis by security experts from our Swiss Cyber Defence Center
- Assistance in restoring normal business operations
- Legal impact limitation and support by the MME Cyber Risk Response Team
- Compliance with the obligation to report a security incident within 72 hours according to GDPR

INFOGUARD IS THERE FOR YOU IN CASE OF A SECURITY INCIDENT

Today's threat landscape makes it inevitable that security breaches will also occur in your company. Therefore, you should be able to respond as quickly and professionally as possible.

That's exactly what we prepare for you in our joint onboarding workshop. And when the time comes, we can react, together with you: quickly, competently and with a lot of experience from other incidents. Day and night.

What you can expect from our service

- Onboarding workshop with analysis and identification of your critical IT systems. This makes it possible to react quickly and appropriatly in case of an incident.
- Customer-specific, documented instructions that clearly describe, based upon the event, what is done by whom, with which tools, and under which restrictions.
- You have access to proven cyber security experts at any time 7×24 all InfoGuard CSIRT experts are SANS-certified or SANS instructors.
- No time is lost due to the existing contract, so that the impact analysis, implementation of measures and legal support can be started immediately in a coordinated and structured manner.
- Your incident response process profits from knowledge of potential threats, the technical and legal findings from other IR activities and additional cyber defence services of InfoGuard and MME.
- Endpoint Detection & Response (EDR) Technology can be rolled out when necessary to search for traces of an attack and to contain the attacker.

Incident Response Retainer - tailored to your exact needs

A security incident is not a good time to exchange business cards. That is why we establish a set of contractual terms and conditions so that you can call on our experts immediately in the event of an incident and get exactly the support you need.



Onboarding Workshop

In an onboarding workshop, our experts get an overview of the relevant processes and guidelines but also of your infrastructure and the corresponding specifications. The critical IT systems are also identified.

Our incident response onboarding workshop:

- documents the structure of your infrastructure, your contractual relationships (such as customer contracts and insurance policies) and defines the contact persons.
- defines how InfoGuard and MME should proceed in case of an emergency.
- defines the service features required from our CSIRT and the MME Cyber Risk Response Team.



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DATA BREACH / INCIDENT





Response

The InfoGuard CSIRT pinpoints the intruder, contains the impact, isolates the affected systems and makes recommendations regarding the implementation of measures. Depending on the situation, the response will be rolled out with an EDR technology by the CSIRT. At the same time, the MME experts assess the legal situation.





CRIME CYBER CRIME CRIME

Recovery

The CSIRT supports the customer to eliminate all traces of attack. Findings from the incident will improve the security system in the long term. MME also supports the customer in the legal impact control.



Highly qualified cybersecurity experts and analysts work in the InfoGuard Cyber Defence Center (CDC) in Switzerland. The CDC at our location in Zug is ISO 27001 certified. It has a multi-level, physical security concept and the security systems are monitored around the clock. InfoGuard also has experts in legal matters and professionals in crisis communication.

MME Legal | Tax | Compliance is able to react immediately due to established standard processes. Our experts combine experience in IT law, data protection, contract law and insurance law. In the balance sheet ranking, MME was No. 1 in technology & communications law.

Do you believe that our Incident Response Retainer could be a good solution for your company? Get in touch with us. We would be pleased to explain our services to you personally. Benefit from our experts, who know your business and your environment, helping to reduce the time to contain an incident and minimise its impact.

Lindenstrasse 10 6340 Baar/Switzerland Phone +41 41 749 19 00 MME Legal | Tax | Compliance Zollstrasse 62, Postfach 1758 8031 Zurich/Switzerland Phone +41 44 254 99 66 MME.CH



