



Smart decisions. Lasting value.™

Crowe Incident Response  
Retainer Service

[crowe.com](http://crowe.com)

## It's no longer a matter of when but rather *how many times* your incident response process will be needed.

The computer networks of today are under a constant siege of scans, probes, and attempted access as attackers look to identify vulnerable points of entry to gain a foothold. Although organizations try to keep these attacks at bay, chances are that, at some point, the attackers will be successful. Whether the reason is a known vulnerability, a misconfiguration, or something never before seen, how the analysis, response, and recovery are conducted can make a difference to the organization in terms of the financial cost, productivity loss, and reputation damage.

No one knows when an incident will occur. Further, most organizations do not anticipate needing to engage their incident response process on a regular basis. Incident responders, forensic analysts, and malware reverse engineers are specialized and expensive to retain for such infrequent use, so the Crowe Incident Response Retainer Service can assist organizations by offering these resources while also keeping costs under control.

### Retainer Service Details

When an incident is identified, Crowe can help in the capacity needed most. This can include any or all of the following:

- **First response.** Crowe professionals are prepared and accessible for immediate involvement to assist or lead the incident response process. A dedicated 24/7 incident telephone hotline puts clients in direct contact with Crowe incident response specialists.
- **Cybersecurity incident response team (CSIRT) staff augmentation.** Crowe can provide additional resources to assist in active or backlogged investigations by providing specialized acquisition, analysis, or reverse engineering skills.
- **Forensic investigations.** Data collection, including in-depth technical acquisition and evaluation of target endpoints and servers, is available. Crowe can provide eDiscovery solutions to allow for collaboration with in-house or outside counsel if necessary.



## Learn More

Tim Bryan  
Partner  
+1 916 492 5153  
[tim.bryan@crowe.com](mailto:tim.bryan@crowe.com)  
[www.crowe.com/fts](http://www.crowe.com/fts)

Kiel Murray  
+1 214 777 5241  
[kiel.murray@crowe.com](mailto:kiel.murray@crowe.com)  
[www.crowe.com/cybersecurity](http://www.crowe.com/cybersecurity)

## Cost Control

With the Crowe Incident Response Retainer Service, clients lock in rates in advance rather than paying the premium rates often charged due to the urgent services required. This can save organizations thousands of dollars when these services are needed. If an organization does not need to use Crowe during the retainer period, the money does not simply evaporate. Clients may use the funds for consulting services in any of the various Crowe cybersecurity offerings.

A single breach can cost millions of dollars. However, not every investigation reveals a full breach. For that reason, Crowe does not set minimum dollar or hour amounts when providing incident response services.

## The Crowe Advantage

Crowe has deep roots in the cybersecurity and larger information security communities, conducting incident investigations, cybersecurity assessments, and penetration tests for hundreds of clients every year. Crowe understands the threats companies face because it has been emulating them for over a decade in industries that include healthcare, financial institutions, manufacturing and distribution, technology, and higher education. This knowledge and experience, combined with numerous industry certifications, gives Crowe a unique capability to understand and address incident environments. Our certifications include Global Information Assurance Certification (GIAC) Certified Incident Handler (GCIH), GIAC Penetration Tester (GPEN), GIAC Web Application Penetration Tester (GWAPT), and EnCase® Certified Examiner (EnCE®).

With offices across the United States, affiliations with independent Crowe International firms around the world, and remote response and acquisition capabilities, Crowe consultants can respond quickly no matter where they are needed.