Unit 42 Retainer

World-Class Incident Response and Cyber Risk Management On Demand

When your organization faces a severe cyber incident, will you be ready? The speed of your response, as well as the effectiveness of your tools and playbooks, will determine how quickly you can recover. Extend the capabilities of your team by putting the world-class Unit 42® Incident Response and Cyber Risk Management teams on speed dial.

Benefits

- Flexibly apply retainer credits to Incident Response or proactive risk mitigation.

- Eliminate hidden threats and vulnerabilities before an incident occurs.

- Lower the likelihood and cost of a breach.

- Quickly investigate and contain threats.

- Recover from attacks swiftly.

Here's how the Unit 42 Retainer works:

- You purchase a set number of credits that can then be used for Unit 42 Incident Response and/or Cyber Risk Management services.
- Each retainer service request is subtracted from your total prepaid credits.

Incident Response Expertise Is Just the Beginning

From cases involving rogue insiders to organized crime syndicates and nation-state threats, Unit 42 performs more than 1,000 Incident Response investigations each year. The Unit 42 Retainer gives you deep forensics and response expertise when you need it most, with predetermined service-level agreements (SLAs).

You can also allocate your retainer credits for proactive Unit 42 Cyber Risk Management services scoped during the contract term. Our trusted advisors can assist your team with security strategy, assessment of technical controls, and overall program maturity. Use retainer credits for any of the services in figure 1.

Reduce recovery times with prearranged communication channels and predefined response playbooks.

Manage costs with predictable budgets and improved response efficacy through tabletop reviews and readiness assessments.

Mitigate downstream risks by following digital forensic best practices and defensible processes to satisfy regulators and remain expert witness ready.

Assess and Test Your Security Controls

Compromise Assessment
Ransomware Readiness Assessment
Breach Readiness Review
Cyber Risk Assessment
M&A Cyber Due Diligence
Penetration Testing
Purple Team Exercises
Tabletop Exercises
Supply Chain Risk Assessment
Attack Surface Assessment
AI Security Assessment
Cloud Security Assessment
SOC Assessment

Respond in Record Time

Incident Response
Cloud Incident Response
Digital Forensics

Transform Your Security Strategy

Incident Response Plan Development and Review
Security Program Design
Virtual CISO
Zero Trust Advisory

Figure 1: Unit 42 Cyber Risk Management and Incident Response services

An Incident Response Retainer Tailored to Your Needs

We offer four retainer levels and response time SLAs to complement your organization's existing security operations capabilities, fit your budget, and meet your Incident Response needs.

Table 1: Unit 42 Retainer Credits and Scope			
	Prepaid Credits	**Service Scope**	**Response Time (Remote)**
Tier 1	250	Designed for small and medium businesses	24 hours
Tier 2	550	Designed for small-scale incidents or Test and Assess proactive services	8 hours
Tier 3	1,250	Appropriate for most Incident Response engagements or Test and Assess and Strategic Advisory services	4 hours
Tier 4	2,500+	Ideally suited for large institutions and complex forensics investigations	2 hours

For faster assistance, you can optionally purchase an accelerated SLA response time for your desired retainer level, with an SLA upgrade option.

Approved by Cybersecurity Insurance Plans

Unit 42 is on the approved vendor panel of more than 70 major cybersecurity insurance carriers. If you need to use Unit 42 services in connection with a cyber insurance claim, Unit 42 can honor any applicable preferred panel rate in place with the insurance carrier. For the panel rate to apply, just inform Unit 42 at the time of the request for service.

Under Attack?

If you think you may have been compromised or have an urgent matter, get in touch with the Unit 42 Incident Response team at start.paloaltonetworks.com/contact-unit42.html or call North America Toll-Free: 866.486.4842 (866.4.UNIT42), EMEA: +31.20.299.3130, UK: +44.20.3743.3660, APAC: +65.6983.8730, or Japan: +81.50.1790.0200.

About Unit 42

Palo Alto Networks Unit 42® brings together world-renowned threat researchers, elite incident responders, and expert security consultants to create an intelligence-driven, response-ready organization that's passionate about helping you proactively manage cyber risk. Together, our team serves as your trusted advisor to help assess and test your security controls against the right threats, transform your security strategy with a threat-informed approach, and respond to incidents in record time so that you get back to business faster. To learn more about Unit 42, please visit paloaltonetworks.com/unit42.