

LevelB/ue

SERVICE BRIEF

LevelBlue Incident Response Retainer for Partners

Respond Effectively to Cyber Incidents and Help Customers Minimize Downtime

LevelB/ue
PARTNER PROGRAM

A Simplified Approach Focused Exclusively on Incident Response

LevelBlue's Incident Response (IR) Retainer allows our partners to provide dedicated IR expertise to their customers without unnecessary service complexity. This retainer-only service equips partners with the essential IR resources they need to facilitate rapid, effective response for their customers without requiring additional services, such as threat briefings or readiness assessments.

Quickly Identify and Manage Threats

When a breach occurs, time to respond is critical to secure the business and prevent further data loss. LevelBlue's IR Retainer lets customers address breaches head-on, so they can identify attacker methods, affected assets, and potential data exposures in real time.

The service is delivered by incident responders from the LevelBlue Security Operations Center who pair their experience and expertise with deep knowledge of the LevelBlue USM Anywhere platform.

By partnering with LevelBlue, your team can simplify the response process and make it easier for customers to contain and remediate incidents.

How It Works

Rapid Triage and Assessment

Upon receiving a partner's call, LevelBlue incident responders conduct an assessment to quickly understand the nature and scope of the incident. They work alongside your team to identify critical entry points, impacted systems, and information about the threat.

Guided Investigation and Containment

Leveraging the LevelBlue USM Anywhere and SentinelOne (if applicable) platform, LevelBlue incident responders analyze alarm data to understand how the attacker gained access, track malicious activities, identify what methods the attacker used to gain persistence, and uncover any evidence of data exfiltration.

Clear, Actionable Guidance

Our experts provide targeted, step-by-step recommendations to support containment of the threat and to ensure critical assets are protected.

Benefits

- **Rapidly contain incidents:** This streamlined incident response service gives customers immediate access to expert assistance to help minimize the damage of a security breach
- **Get access to Expertise and Experience:** Skilled Incident Responders provide real-time recommendations to facilitate informed decisions and effective response in the event of an attack
- **Reduce Recovery Time and Cost:** Predefined retainers enable rapid, coordinated response to limit impact and expedite recovery

Customers receive guidance on immediate actions they can take to reduce risk and prevent attacker re-entry.

Supplement Your Resources

The IR Retainer service is delivered remotely and as an annual subscription. LevelBlue partners can pick their preferred tier of hours. If more hours are required, partners can simply purchase the next stack. Customers achieve greater cost savings with higher retainer hours.

- 8 hours
- 16 hours
- 24 hours

*Note that hours are distributed in two-hour minimum increments.

Managing the aftermath of a cyberattack can be challenging, especially in industries with strict breach notification rules. Taking an organized approach to incident containment can help limit the damage and reduce recovery time and cost.

Why Partner with LevelBlue for IR?

LevelBlue's IR Retainer service emphasizes quick, effective action without complexity, which makes it ideal for partners focused on delivering dedicated incident response. Your customer incidents are managed with a clear focus on containment, reducing the chance of additional compromise. LevelBlue responders provide phone support, actionable insights, and comprehensive guidance at every stage of the engagement. Their extensive expertise in IR enables partners to strengthen their customers' resilience against cyber threats.



About LevelBlue

We simplify cybersecurity through award-winning managed security services, experienced strategic consulting, threat intelligence and renowned research. Our team is a seamless extension of yours, providing transparency and visibility into security posture and continuously working to strengthen it.

We harness security data from numerous sources and enrich it with artificial intelligence to deliver real-time threat intelligence. This enables more accurate and precise decision making. With a large, always-on global presence, LevelBlue sets the standard for cybersecurity today and tomorrow. We easily and effectively manage risk, so you can focus on your business.

Cybersecurity. Simplified.

[Contact us](#) to learn more, or speak with your LevelBlue sales representative.

A circular logo with a dark blue background. The text "LevelBlue" is written in white, with the "B" stylized as a blue and green shape. Below it, "PARTNER PROGRAM" is written in white capital letters. The bottom half of the circle features a stylized graphic of a blue and green shape.

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