nedscaper

Incident Response Retainer

Preparing for a cyber incident

In the event of a cyber incident, a swift and effective response is essential to protecting business operations, financial stability, and reputation. Delayed or inadequate action can lead to escalating costs, prolonged downtime, and irreparable damage. In certain industries, the impact may extend beyond the organization, potentially affecting partners and individuals who depend on its services or products. Additionally, cyber insurance policies and many privacy and consumer protection laws mandate timely notification and remediation of cyber incidents, making preparedness a legal necessity.

Ransomware stands out as one of the most pressing cybersecurity threats. Without a dedicated incident response retainer service, organizations face significant challenges in managing such incidents effectively. Securing a proficient incident response (IR) team on short notice can be both difficult and time-consuming. Even when experts are available, they often lack the in-depth understanding of the organization's environment and vendors required for a tailored and efficient resolution. Being unprepared for such events leaves businesses vulnerable to compounded consequences and greater risks.

The solution

Nedscaper's Incident Response Retainer offers our Managed XDR clients immediate support to effectively manage and mitigate cybersecurity incidents. With this service, businesses gain instant access to experienced cybersecurity experts with knowledge of your organization. These experts will quickly respond to and contain threats, minimizing damage and ensuring a faster recovery. This Incident Response Retainer is an annual subscription and guaranteed access to the Incident Response team of Responders.NOW.
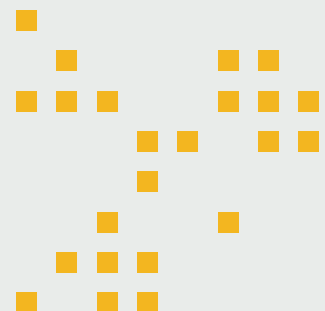
How we work in case of an incident

01 **Onboarding** - Nedscaper offers its Incident Response Retainer clients a customized intake to ensure the client is equipped to respond effectively to future breaches.

02 **Case Management -** Upon detecting a cybersecurity incident, the incident response team is ready to help the client. A crisis team will be assembled, and technical findings are distilled into actionable insights, empowering decision-makers.

03 **Rapid Response** - The incident response team deploys advanced incident response tools within minutes to capture forensic evidence for analysis. This swift action enables timely investigation and resolution, minimizing disruption and mitigating potential risks.

04 **Analysis** - A thorough investigation determines the nature, scope, and severity of the incident. Meticulous data collection ensures the accuracy required for legal or compliance purposes. Technical findings are translated into executive-level insights, guiding leadership through the recovery process. Proactive measures are implemented to prevent recurrence and strengthen detection capabilities.

05 **Negotiations** - The incident response team ensures that negotiations are handled ethically and strategically. The goal is always to recover operations swiftly while reducing risk to the organization and its stakeholders.

06 **Recovery** - The incident response team identifies and resolves abnormal behavior, determines root causes, and verifies that systems are safe to reintegrate into business operations. A strategic recovery plan ensures critical systems are operational as quickly and securely as possible.

07 **Reporting** - The incident response team provides a detailed, written report summarizing findings, actions taken, and forensic analysis results. This report also includes recommendations for improving future incident response processes.

08 **Evaluation** - The final phase involves a comprehensive evaluation of both the incident and the response. The lessons learned from this process are used to strengthen the organization's cybersecurity posture and refine response strategies for future incidents.
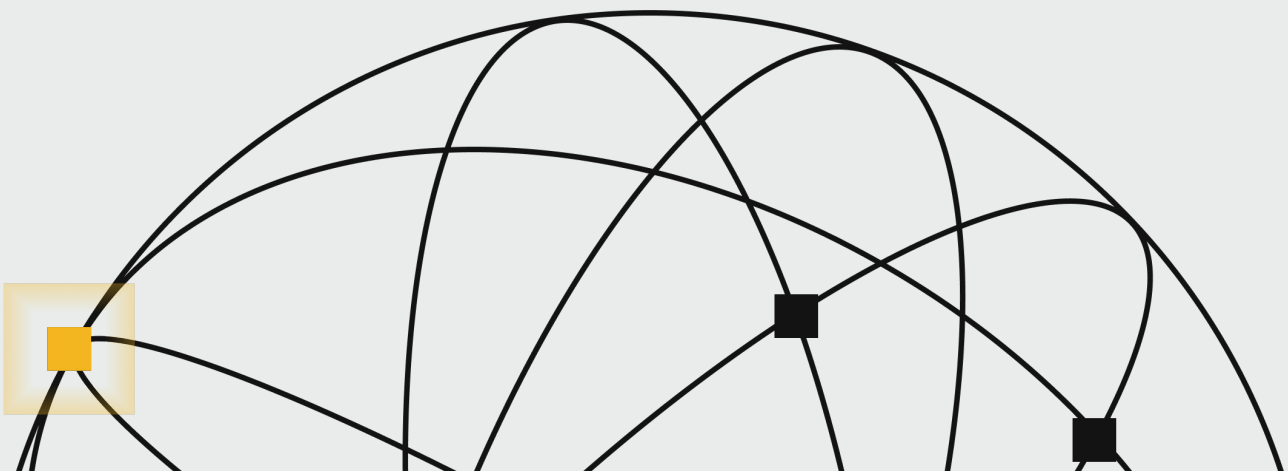
Key benefits

Immediate access to expertise - With a retainer in place, organizations gain instant access to cyber-security experts. These incident response specialists are trained to respond swiftly, minimizing delays and ensuring that incidents are managed with precision and efficiency.

Proactive preparedness - Nedscaper ensures a client is prepared for potential cyber incidents through comprehensive onboarding. This includes assessing the current infrastructure and its vendor, identifying vulnerabilities, and creating or refining an incident response plan. By proactively addressing weaknesses, an organization is better equipped to respond effectively to threats.

Minimized business impact - Rapid response tools and methodologies ensure incidents are addressed before they can significantly impact operations. Nedscaper's ability to quickly deploy forensic tools and initiate containment measures helps minimize downtime, reduce operational disruptions, minimize financial losses and safeguard the company's reputation.

Legal and regulatory compliance - Timely responses and detailed reporting help ensure compliance with privacy and consumer protection regulations. Nedscaper's structured approach helps mitigate financial, reputational and legal risks.

Our collaboration with Responders.NOW

In alignment with the expansion of our portfolio, we are announcing our partnership with incident response provider, Responders for our Incident Response Retainer. This collaboration was driven by growing client demand for enhanced incident response capabilities. Organizations increasingly require these services to address legal and regulatory compliance mandates and to fulfill the requirements of cyber insurance policies, which often stipulate the availability of a robust incident response plan.

Responders brings over a decade of experience in incident response and ransomware negotiations. With a mission to deliver rapid insights and reliable results, and the company ensures businesses recover swiftly and securely during cybersecurity crises.

Why partners choose Nedscaper

Pragmatic, Accessible

By focusing on Microsoft's comprehensive security tools, we build on the software that many organizations already trust and rely on to run their operations. This alignment allows us to seamlessly integrate security into existing systems and processes, making cybersecurity a natural extension of their daily workflows.

A Human Approach

With Nedscaper, organizations gain a service that genuinely enhances their security. Our consultants are an integral part of our managed service: guiding clients, strengthening preventive measures, and providing them with a sense of safety and security.

More Value through Microsoft Specialisation

Nedscaper maximizes value by standardizing on a core of Microsoft technology. With our deep specialization, we understand how to secure our clients' environment effectively, and our close partnership with Microsoft not only leverages current capabilities but also allows Nedscaper to capitalize on future advancements.

Unique combination of Prevention and Detection

Our 'best of suite' strategy enables seamless integration of Microsoft's comprehensive security tools, allowing us to maximize the benefits of both preventive and reactive measures for our clients. While we acknowledge the critical role of detection in ensuring swift action when breaches occur, we are equally committed to elevating prevention measures beyond industry standards, significantly reducing the likelihood of incidents.

Making a Positive Impact

By partnering with Nedscaper, clients contribute to a better world while benefiting from high-quality talent at a reasonable cost. We are dedicated to nurturing young talent, particularly in South Africa, providing them with opportunities to develop into skilled cybersecurity experts.

About Nedscaper

Nedscaper delivers pragmatic, accessible cybersecurity services across Europe and Africa. Its Managed XDR platform provides real-time threat detection, rapid response, and expert consulting, ensuring 24/7 protection for organizations, and SMBs are supported through a partner network. Built around Microsoft's security tools, Nedscaper leverages software many organizations already trust, seamlessly integrating security into existing systems. This approach makes cybersecurity a natural extension of daily operations. With offices in Amsterdam, Cape Town, and Johannesburg, and a growing global partner network, Nedscaper continues to expand, building trust in the digital world.

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