

INCIDENT RESPONSE SERVICE

Keep your business secure in an age of ever-evolving cyber threats with Covenco's Incident Response service.



Benefits at a glance

- Improve overall cyber security and protection against threats
- Excellent endpoint visibility
- Peace of mind
- Strict incident reporting timeframes
- Partner with an experienced threat-hunting team to handle security incidents in real-time
- Meet compliance requirements for cyber insurance and security frameworks like ISO27001

Be prepared for the worst, with Covenco's Incident Response service

Incident response (IR) refers to a process put in place to prepare, detect, contain, remediate and recover from a security incident.

To be in the best position to survive a cyber attack, you need to have an IR plan in place. Covenco's IR service will help put together a bespoke IR plan which is best suited to your business needs and will build part of your overall cyber security strategy. We will then test the plan and present recommendations, so that if the worst was to happen you can be ready to bring the situation back under control.



What's included in the Covenco Incident Response Service?

Incident Response Plan Development

- Definition of incidents for your organisation
- Identification of security incident manager within your organisation
- Identification of stakeholders who will need to be informed
- Agreed method of communication internally and externally during any incident
- Agree roles and responsibilities in the event of an incident

Incident Response Plan Testing

A simulated cyber threat exercise to develop a high-level understanding of current IR Plan, its suitability and how it performs on:

- Severity and impact classification
- Notification of the appropriate individuals
- Collection of artefacts
- Escalation paths
- Response from both a technical and organisational perspective

Incident Response Plan Preparation

Once the IR Plan has been reviewed and agreed within the business a table-top exercise will be scheduled and conducted onsite with the relevant stakeholder's present. Depending on the audience the exercise will have an executive or technical focus.

Incident Response Plan Execution

The exercise is often conducted in a conference or meeting room, either on-premises or a Covenco DR centre. A participant list is created for all relevant stakeholders and scheduled for a whole day. The exercise will start with an initial brief where participants are encouraged to work through the scenario using the injects when appropriate.



About Covenco

With more than 30 years of experience in the IT industry across a range of technologies. Covenco specializes in purchasing, selling and renting new and refurbished IBM, HP, Dell and NetApp computing hardware, storage and supporting software.

Today, Covenco works across a variety of industry sectors as Business Partners for new IT infrastructure solutions and as Business Continuity specialists. Covenco is a modern data management company providing its clients with data protection, data availability and data security 24x7, 365 days a year.

Covenco

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