

# Cyber Incident Response Services



## INCIDENT RESPONSE

Faced with a cyber incident? ISA Cybersecurity has 24x7 incident response services that will help you respond quickly to minimize the damage of an attack. Our cyber experts will help identify and contain a cyber attack, eradicate the threat, and assess the system impact and extent of any data disclosures. Our innovative, cost-saving retainer programs are unique in the industry and provide peace of mind.



## DELIVERABLES

- Concise, non-technical executive summary of the incident.
- Complete investigative report explaining root causes, incident timeline, actions taken, and lessons learned.
- Detailed compromise analysis, with focus on any known or suspected data exfiltration.
- Specific, actionable list of recommended tactics and strategies for improving defenses and preparedness.
- Valuable insights and knowledge transfer that will help improve your cybersecurity posture today - and tomorrow.



## BENEFITS

- Confidence that comes with 24x7 response and support.
- Fast containment of attack, limiting damage and exposure, and accelerating recovery efforts.
- Expert digital forensics techniques and industry-leading diagnostic tools employed throughout the investigation, analysis, and follow-up.
- Lessons learned will help strengthen your defenses against future attacks.



## THE ISA CYBERSECURITY DIFFERENCE

Our team is dedicated to helping you through a crisis. Our cyber incident response services identify and contain an incident so you can recover quickly to minimize costs and reputational damage.



### RETAINER OPTIONS

- **Fee-based retainer program:** one-time retainer fee guarantees front-of-the-line service at our best rates, backed by ISA Cybersecurity's unique investment protection program: if you don't have a cyber incident, your retainer hours can be applied to any ISA Cybersecurity professional services of your choice. ***Your investment is protected!***
- **Zero-fee retainer program:** no recurring costs; prioritized service at discounted rates.
- **On-demand program:** services provided on a best-efforts basis at standard rates.



### DARK WEB MONITORING

- In the event of a suspected data breach, our optional monitoring service scans the dark web for signs of your stolen information, criminal chatter, or ransom demands.



### RAPID RESPONSE

- Our process is optimized to provide services *fast*. We offer a 24x7 response centre, express business engagement, well-coordinated technical services, and fast-turnaround reporting – all designed to get you the answers and insights you need and get you back in business quickly.

## ABOUT ISA CYBERSECURITY

At ISA Cybersecurity, our mission is to help our customers achieve their privacy and security goals, and to be proactive in the fight against security threats. ISA Cybersecurity is Canada's leading cybersecurity-focused solutions and services provider, with nearly ***three decades of experience*** delivering cybersecurity services and people you can trust.



**PROUDLY CANADIAN**



**SERVICES & PEOPLE YOU CAN TRUST**



**RECOGNIZED BY IDC MAJOR PLAYER**



**24/7 BY 365 SOC 2 TYPE 2**

## GET IN TOUCH

1-877-591-6711

isacybersecurity.com

info@isacybersecurity.com

**Toronto | Calgary | Ottawa**

Head Office:

1100 - 3280 Bloor Street West  
Toronto, ON M8X 2X3