

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 hours 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 hours of Unit 42 incident response and cyber risk management services to be scoped for use within the term of the retainer.
- Your retainer hours can be used for incident response or proactive cyber risk management services.
- Each retainer service request is subtracted from your total prepaid hours.

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 hours 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 hours 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.



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 Hours and Scope

| | Prepaid Hours | Service Scope | Response Time (Remote) |
|---------|---------------|--|------------------------|
| Level 1 | 50 – 115 | Designed for small and medium businesses | 24 hours |
| Level 2 | 125 – 255 | Designed for small-scale incidents or Test and Assess proactive services | 12 hours |
| Level 3 | 275 – 415 | Appropriate for most incident response engagements or Test and Assess, and Strategic Advisory services | 8 hours |
| Level 4 | 450+ | Ideally suited for large enterprises and complex forensics investigations | 4 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 by emailing unit42-investigations@paloaltonetworks.com or call: North America Toll-Free: 1.866.486.4842 (866.4.UNIT42), EMEA: +31.20.299.3130, APAC: +65.6983.8730, and Japan: +81.50.1790.0200.

About Unit 42

Palo Alto Networks Unit 42 brings together world-renowned threat researchers with an elite team of incident responders and security consultants to create an intelligence-driven, response-ready organization. With a deeply rooted reputation for delivering industry-leading threat intelligence, Unit 42 has expanded its scope to provide state-of-the-art incident response and cyber risk management services. Our consultants serve as your trusted advisor to assess and validate your security controls against the right threats, evolve your security strategy with a threat-informed approach, and respond to incidents in record time. Visit paloaltonetworks.com/unit42.



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