



RAPID RESPONSE RETAINER

The Dragos Rapid Response Retainer is the cornerstone of your operational technology (OT) cybersecurity program, ensuring your security operations are prepared for cyber threats, incidents, and attacks.

TAKE A PROACTIVE APPROACH TO INDUSTRIAL CYBERSECURITY

The stakes for security operations are high in industrial environments, where threats to human and environmental safety are very real risks.

OT incidents can also have a major impact on operational uptime and revenue. Effective response is critical, but response plans are often based on IT incident response rather than OT systems, forensic data and potential impacts to safety.

Having a retainer in place is a proactive approach that bolsters your security posture and provides access to incident responders who have been on the front lines of cyber attacks globally, are familiar with your environment, and highly skilled at OT cybersecurity crisis management.

BENEFITS OF A RETAINER



Onboarding workshop to align to your OT journey



Rapid response when an incident or breach occurs



Responders experienced in OT crisis management



Flexible retainer hours you can use for additional services



THE DRAGOS PLATFORM

During an event or incident, the Dragos Platform provides a powerful investigation workbench, with detailed forensics records and prioritized guidance for vulnerabilities and risk mitigation.

1 24 X 7 ACCESS TO INDUSTRY-LEADING RESPONDERS

- ✓ When you're in crisis mode, you need experienced incident responders who understand your technology, have situational awareness and exercise good judgement.
- ✓ The Dragos team of experts are industry leading supporting customers with OT cybersecurity incidents on an international scale.
- ✓ Ensure you have the necessary support from a team that can analyze and investigate industrial cyber events, and consult with you on important executive, legal, regulatory, and insurance communications that may be necessary.

2 RAPID RESPONSE WITH THE DRAGOS PLATFORM

- ✓ While a subscription to the Dragos Platform is not required to purchase a retainer, it is highly recommended.
- ✓ Because the Dragos Platform provides continuous visibility to OT devices, profiles, traffic patterns, vulnerabilities and threats, sites with the Platform installed are eligible for expedited response times (SLA) based on the number of retainer hours purchased.
- ✓ With our technology in place, responders are better equipped to analyze, investigate, and perform root cause analysis on historical data within your environment when an event occurs.
- ✓ Non-retainer incident response or sites not equipped with the Dragos Platform receive our best-effort response time.

3 PROACTIVELY PREPARE FOR CYBER THREATS AND INCIDENTS

Every Dragos Rapid Response Retainer begins with a Readiness Assessment as part of your onboarding, to assess your current incident response preparedness. With a baseline established, the Response team at Dragos can make strategic and tactical recommendations that meet you exactly where you are in your OT cybersecurity journey, so that you can prioritize what makes sense for your organizational maturity and your business needs.

BENCHMARK YOUR PLAN	BEST PRACTICES	MATURITY ASSESSMENT
Analyze your OT Incident Response Plan	Experts who know your industrial systems	Optimize your organizational maturity
Get recommendation for improvement	Knowledge transfer of best practices	Learn what maturity stages look like

4 MULTIPLE OPTIONS WITH FLEXIBLE RETAINER HOURS

Quickly mitigate the impact of cyber intrusions and attacks in your environment and get back to business safely. No matter which tier works best for your needs, all tiers offer the flexibility to burndown unused hours on Dragos Professional Services.

RAPID RESPONSE RETAINER	TIER 1	TIER 2	TIER 3	TIER 4
Annual Retainer Hours	100	150	250	400
Reduced Burn Rate with Dragos Platform	.75x			
SLA with Dragos Platform	12hrs	12hrs	8hrs	8hrs

For information on Rapid Response Retainer tiers, pricing, burndown options, or to request a demo of the Dragos Platform, contact us at sales@dragos.com.