

INCIDENT RESPONSE RETAINER

Pre-negotiated terms and priority access to responders, before an incident.

A retainer puts terms, contacts and priority access in place before you need them, so contracts and approvals don't stand between you and a response. Prepaid hours can fund an incident or be applied to readiness services such as tabletop exercises.

BE READY BEFORE THE FIRST ALARM.



WHY DIGITALERA

Dedicated consultant

The same IR consultant stays on your case, start to finish.

Pre-negotiated terms

Rates and scope agreed before you need them.

Flexible hours

Unused hours can fund readiness work between incidents.

Built for regulated teams

Experience with complex infrastructure and compliance needs.

WHAT YOU CAN EXPECT

- Priority access to expert responders when it matters
- Terms and contacts agreed before an incident starts
- Fewer administrative delays at the start of a response
- Hours you can use before or during a crisis
- Readiness work funded by unused retainer hours

WHAT YOU RECEIVE

- ✓ Response action log
- ✓ Incident summary & root cause
- ✓ Remediation recommendations
- ✓ Optional debrief and briefing

How it's scoped

Tiered service levels set the SLAs and response mode. Terms are agreed on a discovery call, before any incident.

Right fit if you want responders, terms and approvals in place before an incident, especially in a regulated environment.

Something else first if you're under attack right now. Call the emergency line: certified responders answer 24/7, no retainer required.



Talk to an expert

digitaleragroup.com/contact/incident-response

Active incident? Certified responders answer 24/7, no retainer required.

CALL US: 1-786-621-8600