

CSA Incident Response Retainer

CSA's Incident Response Retainer provides organisations with guaranteed 24/7 access to UK-based, security-cleared incident response experts whenever a cyber incident occurs.

As an NCSC & CREST Assured Certified Incident Response Team CSA delivers a comprehensive response capability that covers triage, investigation, containment and crisis coordination, ensuring rapid mobilisation at any time of day.

The retainer ensures priority access to deployable responders with well-defined SLAs, supported by advanced forensic tooling, malware analysis capabilities and expert leadership throughout an incident lifecycle.

Customers receive real-time collaboration between CSA analysts and their internal teams, ensuring effective communication, clear decision-making and consistent operational control. The service can also provide crisis-management support, including executive engagement and guidance on escalation pathways, regulatory obligations and stakeholder communications. During an active response phase, the retainer includes detailed incident reporting with root-cause analysis, lessons learned and recommendations to enhance security maturity and resilience.

Organisations gain a cost-effective, on-demand service that can strengthen preparedness, reduce response/resolution time, and significantly lowers the impact of cyber incidents.

References and case studies can be provided on request.

BENEFITS

- ✓ Immediate triage and leadership 24/7, with priority access to Certified IR experts
- ✓ Proactive preparedness, not just emergency response
- ✓ Reduced impact, downtime, and cost
- ✓ Full incident lifecycle support
- ✓ Pre-agreed costing & negotiated terms
- ✓ Insurance Alignment & improved insurability
- ✓ Operational confidence & stress reduction



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