Quorum Cyber

Service Description
Incident Response Retainer
G Cloud 15

+44 333 444 0041
quorumcyber.com
Verdant, 2 Redheughs Rigg, Edinburgh, United Kingdom, EH12 9DQ

Table of Contents

Service Overview

Background

Cyber security incidents are increasingly frequent, complex, and disruptive, with organisations often unprepared to respond quickly and effectively. Delays in accessing specialist expertise, lack of threat context, and insufficient incident readiness can significantly increase operational, financial, and reputational damage during an attack. Organisations need immediate, trusted access to experienced responders who can guide them through high-pressure incidents and minimise organisational impact.

Quorum Cyber's Solution

The Quorum Cyber Incident Response Retainer provides organisations with guaranteed, 24/7/365 access to an accredited and highly experienced incident response team. The service combines rapid incident response, proactive readiness activities, threat intelligence, and executive-level support to help customers prepare for, respond to, and recover from cyber incidents effectively. Prepaid support days and structured engagements ensure help is immediately available when it matters most, and that you are benefitting from the years of experience that our dedicated Incident Response consultants bring to the problem.

Differentiators

- NCSC assured incident response provider, demonstrating independently validated expertise.
- CREST-accredited service.
- Deep integration of Threat Intelligence into live incident response to accelerate investigations.
- First hour free and guaranteed 1-hour response SLO, reducing hesitation at critical moments.
- Proven experience across hundreds of incidents, including ransomware, APTs, and supply-chain compromises.
- Ability to support both technical teams and C-suite executives simultaneously during crises.

Service Features

- 24x7x365 Incident Response Hotline.
- Tiered options to suit your organisation's needs.
- Prepaid Incident Response Days, consumable flexibly across Incident Response services.
- Incident Response Plan Reviews with actionable improvement recommendations.
- Threat Profiles tailored to the customer's sector, geography, and threat landscape.
- Table-top Exercises to rehearse and strengthen organisational readiness.
- Quarterly Service Reviews to track usage, priorities, and value.
- Quarterly Threat Briefings delivered by the Threat Intelligence team.
- Full Incident Lifecycle Support: preparation, identification, containment, eradication, recovery, and post-incident review.
- Digital Forensics and Investigation using industry-leading tools and remote capabilities.
- Threat actor communications.

Service Benefits

- Faster containment and recovery, reducing downtime and business disruption.
- Reduced impact of cyber incidents through expert-led, threat-informed response.
- Increased confidence and preparedness across technical teams and leadership.
- Improved decision-making at board level with direct access to incident responders.
- Predictable costs and immediate access to specialist expertise when incidents occur.
- Stronger long-term cyber resilience through continuous improvement and readiness activities.