IBM Consulting

G-Cloud 15
IBM – X-Force Incident Response Services

Service Definition Document

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IBM – X-Force Incident Response Services

Service Overview

IBM provides a NCSC Certified Incident Response (IR) service that protects organisations from cyber threats and delivers a rapid response to security breaches. Our expert team offers 24x7 emergency support in the event of a security incident, plus proactive services to reduce risk and enhance your incident response programme.

Features

- NCSC Certified / Assured Cyber Incident Response (CIR) organisation
- 24x7 incident response hotline, providing swift access to a team of experienced IR consultants.
- Retainer based service model, on-site incident support within 48 hours or sooner.Tier based offering with different service levels to meet your needs.
- Broad menu of proactive services to ensure value for money.
- Regular reporting and reviews to drive your incident response programme.
- Develop IR playbooks, crisis communications plans and improve response readiness.
- Access to experience and expertise across IBM X-Force portfolio.

Benefits

- Reduce risk and expose to cyber threats through a proactive and preventative approach to incident response.
- Enable faster recovery and reduce impact of cyber incidents to your critical functions.
- Gain actionable insights to meet regulatory requirements and/or support your security strategy.
- Understand your attack surface and true exposure to attackers.

Key Differentiators

- Extensive expertise supporting the most business-critical services for UK government, including Critical National Infrastructure.
- Flexible, vendor agnostic services that can be tailored to your preferred approach.
- Global expertise responding to major breach investigations.
- Flexibility to utilise X-Force penetration testing and threat intelligence services as part of your proactive services.

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IBM – X-Force Incident Response Services
Addressing Business Needs

IBM – X-Force Incident Response Services provides rapid response to cybersecurity incidents with our around-the-clock global hotline, minimising adverse impacts.

Our team can help you address key challenges that organisations like yours are facing today:

Incident Response

You've been breached. What happens next? Organisations struggle to know how to respond in a worst-case scenario.

Incident Recovery

Organisations need help recovering in a shorter timeframe and minimising disruption to critical business functions.

Cost of Data Breaches

In an evolving threat landscape, the average cost of data breaches is increasing every year ($4.88m in 2024 - https://www.ibm.com/think/insights/cost-of-a-data-breach-2024-financial-industry).

Incident Planning

Organisations don't spend enough time and resources on planning for a severe cyberattack.

Cyber Skills Shortage

There is a industry wide shortage of resources with the skills needed to protect their organisations from cyberattacks.

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IBM – X-Force Incident Response Services
Service Definition

We provide an annual subscription-based retainer services that helps your rapidly response to incidents, as well as leverage proactive services to enhance your incident response programme.

X-Force Incident Response Services is a tiered service, that provides commitment to service and quality levels throughout the engagement. Clients can, at any time during the retainer subscription, make the choice to transfer their reactive hours towards proactive services, such as the X-Force Dark Web Analysis Service. This ensures that, in the event you don't need the full complement of hours for which you have paid for incident response services, your investment can be transferred towards preparing your team for potential cyberattacks through a range of assess, build, train, and test offerings designed to enhance your incident response capabilities.

Tier 1 Retainer

- 50 annual subscription hours
- Triage within 4 hours
- On-site within best efforts

Tier 2 Retainer

- 150 annual subscription hours
- Triage within 4 hours
- On-site within 48 hours

Tier 3 Retainer

- 250 annual subscription hours
- Triage within 1 hour
- On-site within 48 hours
- Dark Web Analysis service

All tiers include a kick-off workshop, quarterly status reviews and access to our 24x7 incident hotline.

Proactive Services

All of the above Tiers enable you to select from a range of proactive services, including:

- Ransomware Readiness Assessment
- Active Threat Assessment
- Tabletop Simulation Exercises
- IR Planning/Playbook Creation
- IR First Responder Training
- Incident Response for Cloud / OT
- Penetration Testing Services
- Threat Intelligence Services

Retainer clients can leverage their hours allocation to mix and match these services in lieu of incident response engagements.

Additional Hourly Retainer Support

Should you require, we can provide ad-hoc support on an hourly basis for reactive and proactive services.

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IBM - X-Force Incident Response Services
IBM Approach

We bring the benefit of having worked with the world's largest organisations, transforming complex, critical services. Our approach is based on robust methods, processes and personalised engagement.

We focus on your business needs and developing trusted long-term relationships, underpinned by industry-leading experience and capabilities.
We want you to get the best out of every engagement and to deliver outcomes that matter for your organisation.

Our approach is tailored to your needs and flexible to support all delivery models. We offer established programme and portfolio capabilities that can be aligned with your internal governance and methods, linking to industry recognised standards.

We bring specific skills and attitudes including:

- Proven delivery track record working in complex environments
- Access to specialists who understand the lessons and risks for transformation
- Being able to advise, support and transfer knowledge with your teams
- Implementing strong governance, defined collaboratively within the context of robust methods and processes
- Bringing an integrated and controlled planning approach
- Proactive identification and management of risks and issues based on experience
- Working across complex existing and new platforms
- Experience with the latest technologies, tools and delivery methods

We work to manage the complexity of key business projects, programmes and portfolios, communicating with clarity and helping you make informed decisions.

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IBM - X-Force Incident Response Services

Why IBM

IBM provides a unique blend of cybersecurity and business expertise to help organisations through their transformation journey including:

- Extensive expertise supporting the most business-critical services for UK government, including Critical National Infrastructure.
- 24x7 access to incident response hotline, providing immediate reassurance when an incident occurs.
- Access to the entire IBM X-Force portfolio, giving you the flexibility to align your IR retainer services to your requirements.
- Combines threat intelligence and incident response to proactively identify, detect, and contain threats before critical systems are impacted.
- Every retainer includes regular planning and reporting, integrating incident response services into your existing security function.
- Access to multiple proactive services, design to be tailored to your organisation and maximise the value of your retainer.

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IBM - X-Force Incident Response Services
Value and Outcomes

IBM X-Force's goal is to reduce the impact of breaches and improve resiliency to attacks. We focus on your business needs and developing trusted long-term relationships, underpinned by industry-leading experience and capabilities so that you can be confident in the support of your critical services.

- Improve your organisations ability to respond to cyberattacks.
- Minimise disruption to your critical services.
- Recover from cyber incidents faster.
- Provides actionable insights from incidents to support remediation activities and investment decisions.
- Support regulatory compliance with an enhanced incident response programme.
- Develop your incident response programme to prepare for the latest threat

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This is IBM in the UK

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.

Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**

Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers

R&D

In the UK alone, IBM **invests £170 million in R&D** each year

Quantum

IBM Q, **the world's most advanced quantum computing initiative for commercial use**, is being used by CERN

Environment

IBM's **focus on sustainability** began in 1971 with our first environmental policy

Artificial Intelligence

IBM develops **watsonx based generative AI solution** for the Austrian federal armed forces **to provide fact-based evaluation and classification** for the ability to remain capable of acting in the light of risk scenarios.

Changing the world

IBM was awarded **World Changing Company of the Year** 2019 by Fast Company

Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society

Diversity

IBM **won the Global Diversity Award** 2019 and the ENEI's **Gold Standard**

Graduates

IBM is committed to developing future talent – we are Target Jobs' **Graduate Employer of the Year** 2019

Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society

Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**

Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year** alone

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