Telefónica Tech

Digital Forensics & Incident Response

Respond fast, Recover smarter: Expert-led Digital Forensics and Incident Response when it matters most.

Cyber Security

telefonicatech.uk

What is our Digital Forensics & Incident Response?

Building a skilled and experienced incident response team is a challenge even for the most mature organisations. Telefónica Tech delivers this expertise through the Digital Forensics and Incident Response (DFIR) service.

We support IT and security teams with expert guidance during security breaches, helping them respond to threats like ransomware, email compromise, denial-of-service attacks, data breaches, insider threats and advanced persistent threats (APTs).

Benefits

End-to-end support: Comprehensive response during and after the incident, providing close guidance on actions to be taken at technical and executive levels.

Based on Threat Intelligence: We take a multi-source intelligence-driven approach to investigative responses, validating compromise alerts and serving as the basis for in-depth threat hunting.

Dedicated Incident Handler: The incident handler provides comprehensive support and coordination to your teams throughout the entire incident lifecycle, including initial triage, evidence collection and containment recommendations, as well as assistance in building an effective eradication, recovery and communication strategy.

Elite team: Specialised team made up of forensic and malware analysts, threat hunters, incident handlers, network experts, threat intelligence analysts and legal specialists available to assist with investigations.

Deliverables

This service will allow you to:

- Ensure coordination, containment, investigation and mitigation following a security incident with the support of an expert team based on a robust methodology.
- Enhance your cyber security through advanced malware analysis and forensics capabilities.
- Obtain a rapid, effective, and comprehensive response to a cyber-crisis to reduce response and recovery

Why Telefónica Tech?

Our DFIR service is flexible and personalised, adapting to each customer's needs with remote or on-site support and availability options ranging from business hours (8/5) to around the clock (24/7), ensuring we can handle any situation.

With our DFIR Retainer option, customers gain the security of a trusted partner in Telefónica Tech. This includes an **annual pre-purchase of workdays** with guaranteed response times, special pre-agreed pricing with volume discounts, the ability to convert unused days to other services, and a clear communication and action protocol with customers.

Additional Services to Elevate Your Business

SIEM Management

Monitoring and correlation of security events with 24/7 alert management, providing a solid foundation in security threat detection.

Managed Detection & Response

Comprehensive endpoint security monitoring through 24/7 detection, containment and rapid response to security breaches with continuous Proactive Hunting and expert cyber-crisis support, based on leading EDR and XDR technology.

Leading the Way in *Digital Transformation* for our Customers

Telefónica Tech unlocks the power of integrated technology, bringing together a unique combination of the best people, with the best tech and the best platforms, supported by a dynamic partner ecosystem to make a real difference to every business, every day.

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