Incident Response Services

Service Description

DXC Technology

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DXC Incident Response Services for UK Public Sector

DXC Overview

DXC delivers resilient, rapid, and compliant incident response services for your mission-critical environments. DXC is qualified and experienced to design, implement, and support your incident response solutions with:

- Experienced cyber security professionals with varied backgrounds, including security operations, forensics, red teaming, engineering and information security
- 3,200+ security professionals
- UK-based SC/DV cleared teams

Service Features

- 24x7x365 remote incident response capability with access to DXC forensic specialists
- Digital forensic investigation services including log analysis, malware analysis, and incident mitigation guidance.
- Custom Escalation Plan and Incident Handling Document tailored to the customer environment.
- Weekly and monthly reporting packages for transparency and governance.
- Annual refresh and update of incident response documentation aligned with customer environment changes.
- Structured delivery methodology (SCDM) aligned to NIST processes and MITRE ATT&CK framework.
- Incident response hotline for immediate engagement with DXC experts.
- Incident reports and service summary reports at the conclusion of engagements.
- Recoverable retainer hours to redirect unused capacity towards other DXC Security Advisory Services.
- Awareness and training sessions, including sample response scenarios and educational boot camps.
- Integrated Threat Intelligence from DXC and third-party suppliers for proactive analysis and threat hunting.
- Tailored detection use cases and playbooks aligned to client requirements.
- Cloud or on-premises platforms depending on data residency and security requirements.

- Protective and application monitoring, IT/OT monitoring, SOAR, and UEBA capabilities.

Components of Incident Response Service

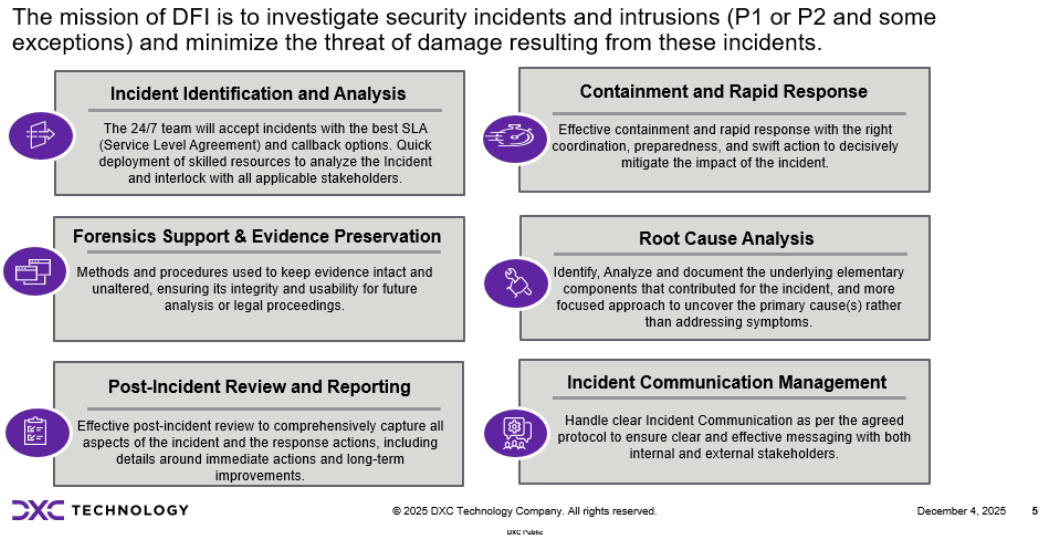

Figure 1 – Components of Incident Response Service

Service Benefits

- Ensure 24x7x365 access to DXC forensic specialists for rapid response and expert guidance.
- Strengthen governance with structured reporting, documentation, and escalation processes.
- Improve resilience through proactive preparation, awareness training, and scenario testing.
- Minimize operational disruption by leveraging remote response and forensic analysis.
- Gain transparency and accountability with weekly and monthly incident response reporting.
- Optimize resources with recoverable retainer hours that can be redirected to other DXC security services.
- Enhance compliance readiness by maintaining auditable records of incidents and response actions.
- Increase stakeholder confidence through clear communication and coordinated engagement management.
- Support long-term cyber resilience with annual refreshes of incident response documentation.
- Identify and protect against advanced persistent threats, stealthy attacks, and zero-day malware.

- Vendor-agnostic approach leveraging leading SIEM (Azure Sentinel, ArcSight) and EDR (Defender, CrowdStrike, Carbon Black) technologies.
- Ensure business continuity and disaster recovery with resilient, highly available delivery locations.

Value Proposition for UK Public Sector

- **24*7** Operations model for Incident Response services
- **Global Expertise**: We understand the challenges of global and complex organisations
- **Security Remediation:** Our IR retainer not only identifies but provides remediation recommendations for security issues found during an investigation
- **Right pricing** makes top-tier IR services more accessible to orgs
- **Readiness**: Prepare with tabletop exercises and advanced purple teaming (combined red team and tabletop exercise)

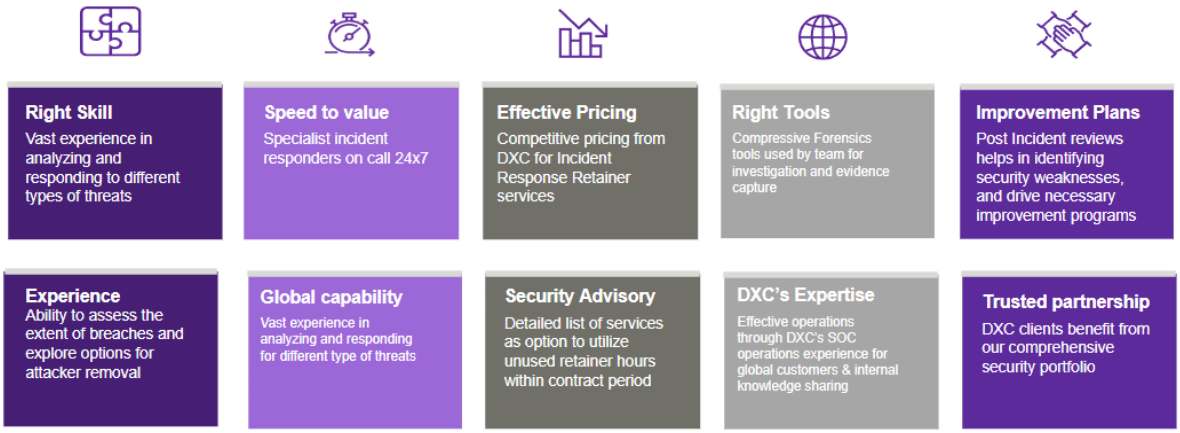

Figure 2 – Value Proposition

Case Study

DXC Incident Response Services

Cyber resilience is essential for global enterprises facing escalating threats. DXC helps organizations operationalise incident response to minimize damage and accelerate recovery. Build a proactive defence posture by identifying vulnerabilities, excluding attackers, and hardening networks against future threats.

Global Manufacturing Cybersecurity Transformation

DXC partnered with a global manufacturing company to strengthen its cyber incident response:

• Created and managed incident response and remediation processes.
• Identified and minimized the impact of further attacks.
• Excluded attackers and hardened network infrastructure.
• Documented recommendations and improved governance.
• Delivered effective forensics support and stakeholder engagement.

Customer Challenge

The client faced increasing security breaches and ransomware threats. DXC collaborated to:

- Develop detailed Incident Response Plans.
- Identify critical dependencies and assurance methods.
- Establish communication protocols for cyber incident management.

Solution

DXC defined and baselined the IR process aligned with existing security policies:

- Prioritization workflows and incident handler declarations.
- Clear roles and responsibilities.
- Records and evidence preservation.
- Structured documentation and communication approach.

Results

- Multiple incidents handled with forensic analysis.
- Enhanced awareness and engagement across key staff.
- Reduced business risk through security improvements.
- Strengthened governance for incident response services.

About DXC Technology

DXC Technology (NYSE: DXC) is a leading global provider of information technology services. We're a trusted operating partner to many of the world's most innovative organizations, building solutions that move industries and companies forward. Our engineering, consulting and technology experts help clients simplify, optimize and modernize their systems and processes, manage their most critical workloads, integrate AI-powered intelligence into their operations, and put security and trust at the forefront. Learn more on dxc.com.

Every day we deliver excellence for our customers and colleagues. We use the power of technology to deliver mission-critical IT services that move the world. Our customers entrust us to deliver what matters most. We are DXC.

An Employer of Choice

We inspire and take care of our people. We work to create a culture of learning, diversity and inclusion for all our people to grow and reach their full potential.

A Trusted Technology Partner

We understand technology and are committed to delivering excellence for our customers.

A Company that Cares

We are committed to improving the communities in which we live and work. We are good stewards of our company, our customers and the world.

Deliver Mission Critical

We deliver the mission-critical IT services that move the world.

Entrusted to Deliver

Every day, we earn our customers' trust by delivering transformative technologies to ensure the success, safety and well-being of businesses and people worldwide.

Delivery Excellence

Our delivery excellence gives planes flight, helps patients heal, and increases the scale and speed of commerce.

Deliver What Matters Most

We are proud of the work we do and the trust and confidence our customers place in us to deliver what matters most.

Learn more at

https://dxc.com/us/en/offerings/security/cyber-defense