



Cyber incidents strike fast and without warning. How your organization responds can determine the scale of the damage, the speed of recovery, and the confidence of your stakeholders.

DigitalEra's Incident Response Services provide a complete solution, from strategic readiness planning to rapid containment and recovery. Our experts help you prepare, act, and recover with clarity and control—no matter when or how an incident occurs.

Be Ready. Respond Fast. Recover Stronger.

Our service offering covers a comprehensive IR Portfolio:

Emergency Incident Response:

Immediate access to expert responders who detect, contain, and mitigate threats while preserving evidence and restoring critical systems.

Incident Response Retainer:

Pre-negotiated access to response services with guaranteed SLAs. Use prepaid hours for emergency response or apply to readiness activities.

Incident Response Plan Development:

Build or refine a tailored IR plan, complete with roles, procedures, escalation paths, and optional simulation testing.

WHY CHOOSE US?

24/7 Expert Access:

Get immediate support from seasoned incident handlers, forensic analysts, and recovery specialists.

Strategic + Tactical Depth:

We help you not only react, but prepare. From plan design to breach containment, we bring a full-cycle approach.

Flexible Service Models:

Use prepaid hours for emergencies or apply them toward planning, assessments, or training.

Trusted by Regulated Industries:

Our team operates across finance, healthcare, critical infrastructure, and other high-stakes environments.

OUTCOMES YOU CAN EXPECT

A cyber crisis doesn't wait. From first alert to full recovery, we give you the expertise, structure, and speed to act decisively and guarantee:

- Faster response & reduced business impact
- Minimized data loss and downtime
- Documented response timelines and compliance-ready reports
- Clear escalation paths & team roles
- Increased readiness & stronger team coordination

DELIVERABLES:

You'll receive clear, actionable deliverables to support incident response, recovery, and long-term resilience:

- ✓ **Incident Response Plan** (for planning engagements)
- ✓ **Action Logs, Containment Timelines, Root Cause Reports**
- ✓ **Strategic Remediation Guides**
- ✓ **Optional Executive Briefings & Post-Incident Debriefs**
- ✓ **Readiness Assessments** (based on tiers)