IBM Ransomware Response and Intelligence Service

IBM has a 24x7, rapid response team to help clients investigate and respond to cybersecurity incidents. This includes:

- Deep insight into how and why the incident started with forensic analysis
- Engagement across the business to ensure your infrastructure is back up and running at full capacity through breach mitigation
- An agile response to external parties including law enforcement queries, regulatory requirements and the general public

We offer this service via an annual retainer with optional proactive and customized services to meet your specific needs. Lastly, we also provide assessments and immediate mitigation services if you are compromised.

Offerings:

IBM Ransomware Response and Intelligence Service

	SKU	Description	Bundled Cost	NCPA Member Cost
IBM X-Force Incident Response and Intelligence Services (IRIS)	IRIS-RETAINER-T1	**X-Force IRIS Tier 1** ● 60 Purchased Retainer Hours ● Kickoff Workshop ● Quarterly Status Review ● Additional hourly staff-rate	$35,000.00	$33,250.00
	IRIS-RETAINER-T2	**X-Force IRIS Tier 2** ● Kickoff workshop ● 2 Proactive Service Units ● Quarterly Status Review ● 80 Purchased Retainer Hours annually ● Additional discounted hourly staff rate ● 2 IBM X-Force Hosted Threat Analysis Service seats	$55,000.00	$52,250.00
	IRIS-RETAINER-T3	**X-Force IRIS Tier 3** ● 150 Purchased Retainer Hours ● Kick off Workshop ● 3 Proactive Service Units ● Dark Web Analysis Service ● Quarterly Status Review ● 4 IBM X-Force Hosted Threat Analysis Service seats ● Additional discounted hourly staff rate	$100,000.00	$95,000.00
	Hourly Support	IBM agrees to provide additional emergency incident hourly support, in response to Client's written request. Such support will be provided based on the Usage charge specified in this Order Document. During an emergency incident and upon Client written request to IBM, IBM will provide additional support beyond the number of hours specified above for services included in the subscription. Client will be charged for usage of any additional hours provide by IBM during an emergency incident. Only actual hours used will be invoiced at the current hourly rate.	See your IBM representative for detailed rate quote	

Notes:

- Prices are estimates only and may differ depending on scope of client requirements
- Prices based on annual retainer
- Hourly Support available and will be quoted by your IBM representative
- Statement of Work (SOW) required