

Internet Security Systems Datasheet

Emergency Response Service

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Call anytime for emergency assistance and response 24 hours a day, 365 days a year.

- In the U.S.: 1-888-241-9812
- Outside the U.S.: (+001) 602-220-1440

Be Prepared to Respond

Knowing what to do in the event of an attack is a critical element of information security. At any time, your valuable data and critical systems could be the target of an attack or incident. If that time comes, advanced preparation and planning will help you recognize the attack, limit its impact, recover lost data and preserve forensic evidence about the attack.

The speed with which an organization responds to a security incident has dramatic impact on the amount of damage done, the time to recover and the cost of recovery. Not having an incident response plan is not an efficient or effective strategy for the current environment of increasing security threats.

Experts Help You Minimize Risk of Successful Attack

Internet Security Systems (ISS) Emergency Response Service provides you with an incident response plan that prepares for and minimizes the effects of an information security breach. The ISS emergency response service team combines leading security research from the ISS X-Force® security intelligence team with real-world incident response experience to provide an unparalleled level of service. In the event of a security incident, our team of emergency response experts is adept at stopping attacks in progress, minimizing their impact and performing proper and detailed forensics, enabling you to find and prosecute perpetrators.

Advanced Security Intelligence Keeps You Prepared

- Provides security expertise to prepare for and respond to incidents
- Available both as a subscription service and as an on-demand service
- Provides comprehensive risk mitigation support
- Stops attacks in progress to minimize their impact
- Improves incident response preparedness
- Provides access to early warning security intelligence
- Supported by the ISS X-Force, the world leader in security intelligence

ISS Emergency Response Service Features

- 24/7/365 access to emergency response services team
- Telephone support
- Quarterly on-site workshops
- Tailored approach to developing incident response procedures, matching industry best practices to your specific business requirements
- Assistance with testing and improving incident response preparedness
- Dedicated account management
- Forensic analysis to find and prosecute perpetrators
- Access to industry-leading X-Force Threat Analysis Service

Emergency Response Methodology

ISS has developed a thorough emergency response methodology that includes:

- **Analysis** – analyzing incident data to determine the incident source, cause and effects
- **Containment** – preventing the spread of the incident's effects to other computer systems and networks
- **Eradication** – stopping the incident at its source and/or protecting your computer systems and networks from the incident effects
- **Recovery** – restoring the affected computer systems and networks to normal operation
- **Prevention** – ensuring that your computer systems and networks are protected from future occurrences of the incident

Computer Forensic Analysis, Discovery & Litigation Services

ISS expert consultants are available to support criminal, civil and administrative matters resulting from an information security breach. These efforts include assisting organizations with forensic examination of digital evidence & media in:

- Employee/insider investigations
- Pre-discovery consulting
- Electronic evidence discovery
- Expert witness support

Get Started Today

Contact ISS to schedule a consultation — call 800-776-2362, email consulting@iss.net or visit our website at www.iss.net. If you are currently experiencing a security emergency, call 888-241-9812 anytime for emergency assistance and response.

About ISS Professional Security Services

ISS Professional Security Services delivers expert security consulting to help organizations of all sizes reduce risk, achieve regulatory compliance, maintain business continuity and reach their security goals. ISS consultants are 100% security-focused and utilize proven consulting methods, based on ISO 17799 best security practices. The ISS team of security experts employs proprietary toolsets, the latest threat intelligence and advanced countermeasures to help build effective security programs that protect and enhance business operations.

About Internet Security Systems (ISS)

Internet Security Systems, Inc. (ISS) is the trusted security advisor to thousands of the world's leading businesses and governments, providing preemptive protection for networks, desktops and servers. An established leader in security since 1994, the ISS protection platform automatically protects against both known and unknown threats, keeping networks up and running and shielding customers from online attacks before they impact business assets. ISS products and services are based on the proactive security intelligence of its X-Force® research and development team – the unequivocal world authority in vulnerability and threat research. The ISS product line is complemented by comprehensive Managed Security Services and Professional Security Services. For more information, visit the Internet Security Systems Web site at www.iss.net or call 800-776-2362.