



Emergency Response Service

Internet Security Systems' Emergency Response Service (ERS) combines leading security research with real world incident response to help organizations prepare for and respond to information security breaches. ERS delivers advanced incident preparedness by utilizing experienced security management professionals backed by the X-Force, Internet Security Systems' renowned research and development team. This expert staff responds to attacks in progress, performs after-the-fact forensic investigations, develops emergency response plans, and helps clients establish their own incident response capabilities.

An Extension of your Team

When a conventional emergency occurs, the first thing to do is call for help. It's no different for serious attacks directed against valuable online resources. However, relatively few organizations have the size or budget to keep this type of expertise in-house. Even corporations with significant investments in security management do not see the full breadth of potential attacks and misuse as part of their daily operations. ISS' Emergency Response Service does, and this range of experience is an invaluable asset when developing crisis management plans or responding to an active incident.

Developing and enforcing a disaster response plan can be a significant challenge for any organization. Computer security professionals, especially experienced ones, are difficult to attract, expensive to hire, and difficult to retain. In addition, it's hard to keep a dedicated team up to date with an ever-changing array of threats – they only have the opportunity to respond to the incidents that have affected your company in the past.

ERS provides instant, on-call expertise that delivers years of experience across a broad range of information security crisis management skills. This staff lives and breathes incident response, and is available to offer assistance at a moment's notice 24 hours a day, 365 days a year. More importantly,

ERS works carefully with your IT staff through on-site visits, teleconferences, email and telephone support to establish a seamless relationship in advance of a crisis. The resulting teamwork saves invaluable time when trouble occurs, and enables your staff to concentrate on maintaining normal business operations while ERS handles defense and support.

Be Prepared

Protection for online information is no different than protection for physical assets. Organizations with a disaster recovery plan have an obvious advantage over competitors who don't. An organized computer security incident response plan, therefore, is crucial for protecting the availability, integrity and confidentiality of online assets. Internet Security Systems' ERS helps develop and maintain incident response plans through a complete range of services, from helping clients understand what needs to be done to establish a secure operating environment to tailoring industry best practices standards to the specific needs of that business. And if you already have an incident response plan, ERS helps you test and improve it.

When you call the toll-free number to declare an emergency, you don't talk to a switchboard operator. You talk to an ISS security professional. Within the hour, you'll be talking to the ERS team itself – the same people you already know and trust. ERS assists your staff in determining the nature of the problem, and the level of response needed. Although many incidents can be handled remotely, the ERS team is always available to travel to your site on a moment's notice at your request.

ERS offerings

ERS is available in a variety of subscription and stand-alone offerings designed to meet the needs of organizations of any size or market, including:

- **Comprehensive Incident Protection Services** – Annual subscription for medium and large businesses offering incident preparedness assistance, security advisory reviews, monthly status update teleconference calls, 24x7 incident response, and unlimited business hours support.
- **Basic Incident Protection Services** – Annual subscription for small and medium businesses offering 24x7 incident response and limited business hours support.
- **Computer Security Incident Response Plan Development Services** – Three-phase approach to developing, maintaining, and testing an incident response plan that tailors industry best practices to the specific needs of your business.
- **Computer Security Incident Response and Management Services** – Per-incident response and management services to help you respond to and recover from a computer security breach.
- **Computer Forensic Data Collection and Analysis Services** – Specialized hardware, software, and procedures to collect and analyze evidence for use in legal proceedings.

Key Features and Benefits

- **Unparalleled emergency response research and experience** – Ensures that clients remain up-to-date on the latest security concerns.
- **Incident preparedness and planning** – Comprehensive planning services helps clients anticipate emergencies before they strike.
- **The best solution right from the start** – Subscription and single incident offerings provide solutions for a wide range of client needs.
- **Manageable cost of implementation** – Enables clients to budget 24x7 emergency response coverage without incurring prohibitive labor costs.

- **Outstanding responsiveness** – Security event issues receive a rapid, effective response.
- **Comprehensive incident response and forensics** – Minimizes the damage of a security incident, plus determines the best course of action to identify and prosecute attackers and prevent future attacks.

Internet Security Systems' Managed Security Services

Emergency Response is part of Internet Security Systems' Managed Security Services (MSS), an integrated framework of around-the-clock services for outsourcing and managing information security. This structure provides cost-effective and efficient protection for critical information assets by maximizing the value of best-of-breed technologies in an integrated, easy-to-manage monitoring environment.

All ISS Managed Security Services are based on ISS' advanced standards-based ADDME™ information security lifecycle methodology, allowing customers to easily add more protection as needs grow or change. Through a combination of ISS' SAFEsuite® security management platform and security solutions from market-leading third-party vendors, ISS Managed Security Services provide unmatched value and protection for organizations of any size or market.

Get Started Today

To learn more about how ISS can help enterprises improve network security, reduce overall costs and stay focused on core business issues, contact an ISS client consultant at 1-888-901-7477, or a certified ISS Managed Security Services reseller, or visit the Internet Security Systems web site at www.iss.net.

About Internet Security Systems

Internet Security Systems, Inc. (Nasdaq: ISSX) is the leading global provider of security management solutions for the Internet. By combining best of breed products, remote security management services, aggressive research and development, and comprehensive educational and consulting services, ISS is the trusted security advisor for thousands of organizations around the world looking to protect their mission critical information and networks.



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