

## DATA SHEET

# Incident Management and Response Service

### Overlay Team of Experts Investigate Incidents and Respond Quickly to Thwart Attacks

Once you've detected a possible attack, how do you most effectively handle it in order to limit damage, increase the confidence of external stakeholders, and reduce recovery time and costs? It's your ability to swiftly and efficiently respond to incidents that make the difference between weathering them and incurring great damage to your business and reputation. While most organizations do, in fact, have incident response (IR) plans in place, most organizations don't truly operationalize them, leaving the plans ineffective due to poor design or poor implementation, or both.

Incident Management and Response services from CenturyLink can help you stay on the successful side of any attack, taking the burden off of your IT teams when breaches occur. Applied as an add-on service to CenturyLink® Security Log Monitoring with Trending and Threat Analysis, Incident Management and Response fills the gaps in your IR planning, processes and people by applying CenturyLink SOC experts with experience in large-scale event mitigation to proactively monitor your environment 24/7 and analyze trends to identify threats and enable you to quickly and efficiently respond to them while providing visibility and critical feedback on what happened. Our experts are at your service anytime, at a fraction of the time and cost it would take to manage a breach yourself.

#### CenturyLink® Incident Management and Response Service allows you to: Improve response agility

- Respond more quickly to attacks with greater efficiency to minimize business impact
- Get analysis of incidents that occur so you can make adjustments and prevent future mistakes

#### Identify true threats, ignore the rest

- Get traditional incident mitigation combined with proactive monitoring and trending insights to separate true threats from false alarms
- Maintain visibility into the threat landscape to identify what needs immediate action
- Your CenturyLink team works with you to understand your policies and the controls in your enterprise, where potential problem areas live
- An overlay staff works directly with you, applying human logic to potential incidents to gauge impact

On average, it takes

**39** days to  
contain a cyberattack  
and 43 days to  
remediate it.\*



### Gain deep insights into threats

- Better gauge the impact of potential and actual breaches
- Discover why past breaches occurred so you can avoid similar problems in the future.

### Get expert help when you need it most

- Take advantage of our expertise with seasoned professionals available 24/7
- Gain peace of mind that we can provide recommendations and support to help you resolve any breach regardless of scale, network complexity and timing

CenturyLink Incident Management and Response service works across a range of monitoring solutions and platforms and can be directly integrated into your current monitoring solution to reduce the noise, help identify the real threats and provide critical feedback.

## Benefits



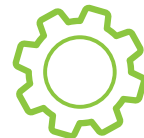
Strengthens compliance and threat-focused security posture



Shortens time to remediation



Controls security budget



Increases operational efficiency

## About CenturyLink Business

CenturyLink, Inc. is the third largest telecommunications company in the United States. Headquartered in Monroe, LA, CenturyLink is an S&P 500 company and is included among the Fortune 500 list of America's largest corporations. CenturyLink Business delivers innovative private and public networking and managed services for global businesses on virtual, dedicated and colocation platforms. It is a global leader in data and voice networks, cloud infrastructure, security solutions and hosted IT solutions for enterprise business customers.

For more information visit [www.centurylink.com/enterprise](http://www.centurylink.com/enterprise).

**You can't afford to waste 39 days containing a cyberattack and 43 days remediating it.**

**Contact your CenturyLink Sales Professional today to see how CenturyLink can help you reduce attacks and mitigate resulting damage.**



\* <http://www.ponemon.org/blog/new-ponemon-study-on-malware-detection-prevention-released>

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