

SpearTip's Incident Response Services

SPEARTIP
A company of ZURICH

ZURICH®
Resilience Solutions



15 MINUTE
RESPONSE TIME

24/7/365
BREACH RESPONSE

30 DAY
INCIDENT COMPLETION

1

2

SpearTip is a trusted provider of breach coaches and carriers for clients across all industries. Our US-based Security Operations Center operates 24/7/365 with certified engineers ready to respond to cyber incidents at a moment's notice. We are capable of responding to events within minutes of engagement, providing assistance during business email compromise and ransomware incidents. Our team works swiftly to conduct thorough investigations and perform digital forensic analysis. We then deliver a comprehensive report and ensure the incident is fully resolved within 30 days, enabling your organization to close claims on time and recover quickly.

Managed Detection and Response Inclusion

In every investigation, our Managed Detection and Response services are included for 30-45 days depending on the incident to ensure any other intrusion attempts are mitigated. Clients can extend these services post incident for continuous threat detection through endpoint and identity monitoring.

Need to file claim?

Zurich's Customer Care Center is available 24/7 to help you report a claim. For claims inquiries, call [800.987.3373](tel:800.987.3373) or [877.962.2567](tel:877.962.2567) or email usz.cyberclaims@zurichna.com.

Experiencing a breach?

Contact SpearTip's 24/7/365 Incident Response hotline by email at breachresponse@speartip.com or call [833.997.7327](tel:833.997.7327).

1. SpearTip's Service Level Agreement (SLA) in response is within 15 minutes of an escalated breach from a client.

2. SpearTip's Incident Response (IR) team works diligently to close investigations within 30 days, however, third parties may extend this timeline.

Incident Response Guide

Below are general steps to follow to ensure quick response and recovery to a cyber incident.

1. Call SpearTip at **833.997.7327** or email **breachresponse@speartip.com** and our team will conduct preliminary scoping for further analysis.
2. Contact your legal counsel to advise on proper response to the incident.

SpearTip's Incident Response Services



Data Breach Investigation

During an investigation, we analyze data and provide guidance on what to do next. We find retrievable data, exhaust available response methods, and defend against threat actors to get your business back into a fully operational state.



Decryption Assistance

We work on your behalf to gain access to the decryptor to safely recover any assets accessed or manipulated by a threat actor. Once we have the decryptor, our team tests to ensure it is safe. As this is verified, we continue to assist in decryption process as needed.



Digital Forensics

Our digital forensics services start with proper gathering, handling, and cataloging of information that can be used to understand the incident's cause. We help with evidence discovery, forensic analysis, reconstruction, and future cyber maturity guidance.

*During SpearTip investigations, we give our clients **30-45 days of cloud or endpoint monitoring** depending on the incident endured to protect against any additional attempted intrusions.

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For further information, please contact us at info@speartip.com

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