



INCIDENT RESPONSE SOLUTIONS

Cyber Insurance Services



Your customer is under cyber-attack.

How do you respond? Who do you call?

Incident Response Solutions specialises in providing forensic and cyber security services to the insurance industry.

We assist insurance companies, affected insureds, breach managers, legal counsel, technology service providers, incident responders and public relations experts prepare for, respond to and recover from cyber-incidents.

Our experts have a proven track record of providing cyber insurance services across several panels in New Zealand.

We can assist with the following types of cyber incidents:

- Privacy breaches
- Malware including ransomware
- Business email compromise
- Website attacks
- Intellectual property theft
- Insider threats
- Advanced persistent threats (APT)
- Payment Card Industry (PCI) breaches
- Accidental data loss
- Data recovery
- Third party risks

When faced with a problem requiring forensic technology or cyber security expertise, Incident Response Solutions helps turn your uncertainties into positive outcomes.

The core of our business is to provide the confidence you require to prepare for, respond to and recover from incidents, to a forensic standard, i.e. the highest level of proof.

“I don't think anything is getting better, that much is pretty clear.”

Troy Hunt - Security researcher who maintains 'Have I Been Pwned?'

How we can help you

As there is no magic formula for technology, we've made it a little easier for you by creating this handy little guide to help us explain...

PREPARE



Strategy and plans

We develop and improve **incident response plans**.



Testing through simulations

Using forensic and cyber experts, we facilitate robust **tabletop exercises** to test and **improve** incident response plans.



Eco-system of experts

We know a wide range of **technology experts** who can provide specialist expertise, e.g. operational technology, cloud computing etc.

RESPOND



Forensic technology expert witness

We have significant experience in providing **expert witness** reports and in delivering expert witness testimony at trial.



Electronic investigations and eDiscovery

We love finding needles in haystacks, using our **analytical** and **investigative** techniques to a **Forensic** standard. Our **eDiscovery expertise** is also recognised by the Courts.



Risk mitigation

We help you to **identify**, **contain** and **eradicate** risks, e.g. if a staff member has stolen IP, we can wipe it from their electronic devices and cloud storage.

RECOVER



Return to business as usual

We can assist with **data breach notification** services or general **security recommendations**.



Post-incident review and improvement plans

Following an incident, we can **evaluate** the response to **correct** any weaknesses and **build on** the strengths.

Why choose Incident Response Solutions?

We strive to make you look good, even in times of crisis.

- We are forensic and cyber experts, with many years of proven experience
- Our experts have provided forensic and cyber services to the insurance industry for both general litigation and cyber-crime matters on numerous occasions
- We are trusted by many within New Zealand's cyber insurance sector including loss adjustors, breach coaches, legal and public relations experts
- We offer highly competitive rates
- Our contracts are simple; under a master services agreement we issue a simple one-page statement of work for each matter
- We are highly unlikely to have a conflict of interest
- We use leading forensic technologies
- We use an automated system to track incidents and provide summary reporting
- As an independent company, we can recommend software and IT providers.

“Though most people have a rough grasp of cybersecurity and know not to click on the link sent in a dodgy email, concepts like ransomware, remote access and the dark web are still relatively alien to most individuals - a collection of scary words that belong with intelligence services, not with your average business.

McKenzie says the most vital stages of dealing with an event are containment and eradication, which gets the insured back on to their feet and helps minimise any further loss.”

NZ Insurance Business Magazine, 29 March 2019

Client Reference



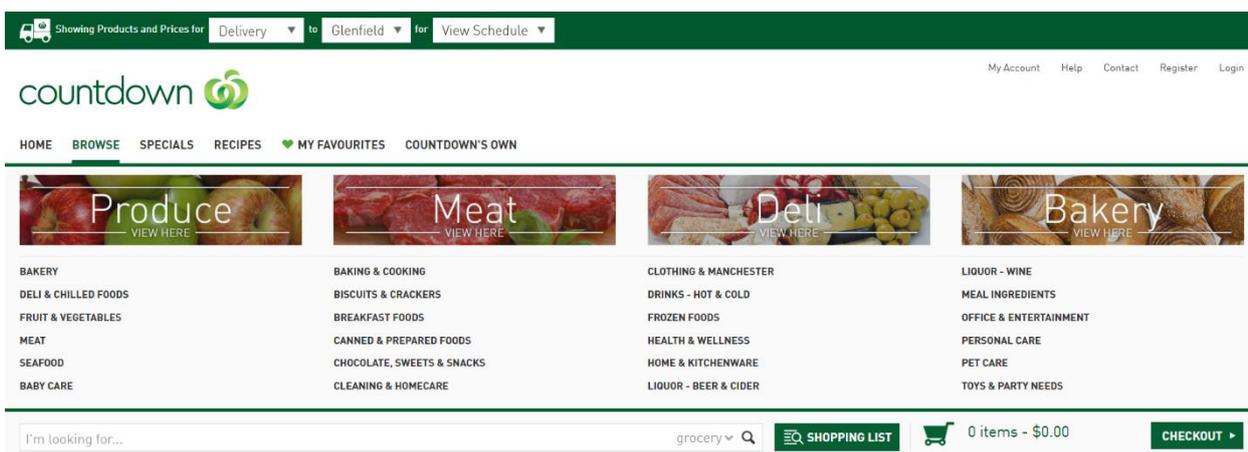
"Countdown regards the security and privacy of its customer data to be critical. We take our obligations seriously, and we wanted to test our cyber incident response procedures to identify any potential areas for further improvement. In order to help us to do this, we sought expert advice from a business offering reputable cyber-crime expertise.

Between February and May 2019, we worked with Incident Response Solutions to develop a simulation to test our cyber incident response maturity.

Incident Response Solutions demonstrated throughout the engagement that they had the expertise and experience to make the simulation not only realistic, but one that provided a number of valuable insights.

As a result of the simulation, we were able to identify a number of areas to build on our existing procedures."

James Radcliffe, General Counsel



What next?

Start by asking yourself the following questions ... and then get in contact with us.

- Do we have forensic technology expert witnesses, who regularly provide evidence in New Zealand Courts, on our cyber insurance panel?
- Do we have incident response experts, who are experienced in drafting and executing incident response plans, on our cyber insurance panel?
- Do we have experts on our panel that have the flexibility to provide timely status updates and summary reports as well as security recommendations?
- Incident Response Solutions are proven experts in providing cyber insurance services in New Zealand, are they currently on our panel?

To find out more, please give us a call, send us an email, or visit our website.

Phone 0800 WITNESS (Office Hours) or 021 779 310 (24 Hour Support)

Email support@incidentresponse.co.nz

Website <https://incidentresponse.co.nz>

We would be delighted to help.



INCIDENT RESPONSE SOLUTIONS

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