arco
IT SECURITY SERVICES

Incident Response

Unfortunately, many businesses will fall victim to an unexpected cyber-attack at some point in time. But rather than letting an active IT security incident debilitate your business, rest assured that a quick and competent response can minimize the damage.

At Arco IT, we're well aware of the significant impact a cyber-attack can have on your operations and the necessity for an immediate response.

But, an attack doesn't need to be a crisis when you have an IT security expert ready to put out the flames before they spread. For us, defusing emergency IT security situations is routine work. In fact, we specialize in analyzing malware attacks and helping you recover from them promptly and effectively.

A 3-STEP PROCESS

We'll help you contain the active threat and make sure you get back to business as usual, as soon as possible.

1. ANALYZE
We identify the symptoms and cause of the compromise to prevent attackers from expanding their control over your IT and your data.

2. CONTAIN
We isolate the attackers and the systems they infected, then begin to recover systems from safe backups or using new setups. As soon as safely possible, we transfer the system back to normal operation. As an extra precaution we include monitoring.

3. RECOVER
Each step of the investigation is documented in a detailed report to clarify any important issues regarding attack direction, and forensic evidence is retained throughout the process.

WHAT YOU CAN EXPECT

The main goal is to get your system back to normal, with the least amount of impact on your business. But we also want to make sure you're better prepared for the next time too. With an effective incident response procedure in place, you'll know that even if the unexpected happens, you won't have to expect the worst.

YOU BENEFIT FROM:

- ✓ Immediate assessment of the situation and isolation of systems
- ✓ Containment and removal of the attackers and their foothold in your system
- ✓ Safe and swift transfer of the system back to normal operation
- ✓ A comprehensive debrief of the incident, with vulnerabilities identified and improvements recommended
- ✓ A proactive response plan and training for future incidents

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