



## » SERVICES



THE QUEEN'S AWARDS  
FOR ENTERPRISE:  
INTERNATIONAL TRADE  
2007



AWARDS  
2008  
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Category 'Best  
Security Company'

Security  
Response  
Services

## Security Response Services

NGSConsulting offers clients a range of Security Response Services (SRS) designed to assist in a number of reactive situations. Our world leading team of expert consultants can help resolve the threats facing clients in critical and emergency situations directly following an infrastructure intrusion. NGSSoftware's Consultants are available for a variety of on-site support duties, and can assist in immediate vulnerability remediation.

### » Incident Response

NGSConsulting offers highly specialised services. Following a successful intrusion into a client infrastructure, the flow of information leakage has to be stopped, the intruders point of access (and potential future points of access) blocked, and the parties responsible identified. The services offered by NGSConsulting are about far more than just reacting to critical computer intrusions. By working closely with our clients, Consultants can help identify security issues that allowed the breach (and subsequent damage) to occur, assist our clients in developing internal procedures and to help raise awareness, ensuring that the risk for potential future breaches is mitigated. NGSConsulting can also assist clients in developing response strategies, evidence gathering and forensics.

### » Onsite Support

Recruiting and retaining the best staff is a challenge in and of itself. NGSConsulting assists clients in the provision of a range of onsite support professionals. These support services are designed specifically to meet a variety of organisational needs. In some circumstances our clients may be unwilling to commit to a fully managed services solution, however having an onsite security expert is a valuable commodity. In other scenarios, our clients may lack clear network security requirements, or require additional support and guidance when selecting an individual or services company for security duties. NGSConsulting can provide world recognised security experts for a range of short and long term onsite support services; all designed to match our clients exacting requirements.

### » Vulnerability Remediation

NGSSoftware's experienced Security consultants work closely with clients to develop a range of vulnerability remediation strategies and procedures. Consultants can help clients to develop a strategic response for the remediation of network security and application level vulnerabilities or threats.

### » Attack Forensics

Unauthorised intrusions and attempts at intrusion can cost time, data, and money. Working with NGSSoftware's Consultants, clients can be helped to develop a detailed picture of how the digital attacks occurred, and track the attacker.

### » Methodology

The Security Response Services (with the exception of onsite support services) offered by NGSConsulting are defined by a thorough methodology. This four-stage process is as follows:

#### » Stage One: Initiation

- » Initiate SRS

#### » Stage Two: Requirements and Strategy

- » Vulnerability and risk assessment
- » Business impact analysis
- » Continuity and remediation Strategy

#### » Stage Three: Implementation

- » Implement stand-by arrangements
- » Implement risk reduction measures
- » Crisis management
- » Business recovery

#### » Stage Four: Management

- » Review
- » Reporting
- » Education and awareness
- » Assurance



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### » Benefits

Selecting NGSConsulting as a supplier of Security Response Services has a number of key benefits, these are:

- » NGSSoftware's Consultants are uniquely qualified to provide SRS to clients. Our consultants are recognised experts in the field of advanced technical security and have had numerous articles, advisories, and full-length manuscripts published. Our consultants also number as some of the worlds' most renowned security vulnerability researchers. Our expert knowledge of a variety of published and unpublished threats allows our clients to respond quickly and appropriately to digital security incidents.
- » The Security Response Services offered by NGSConsulting assess the current security of client systems and, where necessary, close unauthorised points of entry and harden digital defences.
- » By carefully gathering evidential materials and helping to return systems to a secured and operational state, Consultants can help balance the needs and demands of digital infrastructures, as well as tracking the intruders. Although it is often essential to return systems to an operation state as quickly as possible, consultants temper this with detailed evidence gathering processes and security hardening.

### » Deliverables

Although there are a number of deliverables built into the Security Response services process (e.g. client requirements, deployment notes etc.) and these deliverables are pre-defined by the client requirement, in most instances the key deliverable is the Final Report. The Final Report allows NGSConsulting's clients to assess all actions that have been carried out and any recommendations made. Other deliverables during the security response services process include:

- » Immediate notification to our clients of any high-risk vulnerabilities as and when they are discovered.
- » Delivery of interim reports detailing testing completed and findings at the end of each working day.
- » Scheduled conferences at the beginning of each day to discuss issues identified in previous daily reporting.
- » Consultants will be available at any point during the assessment process to discuss any issues that may arise.
- » A Final Report encompassing all activities, findings and recommendations during the course of the Security Response services process. The Final Report is divided into several key sections:
  - » A **Management Summary** listing areas of weakness with the installed applications and existing infrastructures and their respective enterprise impacts.
  - » **Security Response Service Overview** detailing the scope and objectives of the project undertaken, and the methodology utilised by NGSConsulting in fulfilling client requirements.
  - » **Technical Findings** detailing any security vulnerabilities discovered during the testing process, and provides detailed explanations of all their security implications. Comprehensive remediation information will be supplied including alternatives should the preferable solution be impractical. Where relevant evidential materials gathered will be detailed.
  - » **Conclusions** detailing managerial and technical recommendations to the client, with a view to mitigating short term risks, as well as long term strategic solutions.
  - » **Additional Recommendations** - Where the client is unable to patch any affected products, install software, or the costs of doing so is prohibitive, NGSConsulting will provide a range of recommendations to mitigate risk factors.
- » A presentation to technical or management staff follows the delivery of the final report.

### » Contact Details

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