

IDX Incident Response Services

Rapidly investigate, respond, and recover from security incidents

Organizations today are facing cyber attack challenges that have accelerated in frequency, severity, and complexity. The rise of the Ransomware-as-a-Service cybercrime business model is creating an increasing threat to organizations. This easy way for threat actors to launch cyber-extortion campaigns and monetize their activity results in higher risks and costs as the number of incidents continues to go up.

IDX Incident Response Solutions

Cyber incidents cost an organization time, money, reputation, and customers. Our rapid response to a cyber incident is critical in minimizing the impact, protecting customer trust, maintaining business continuity, and meeting regulatory compliance.

Time is critical when an incident occurs, whether from a malicious threat actor or accidental data leakage, IDX can quickly help to identify, prioritize, contain, and remediate security issues and fight back against attackers by disrupting attacker infrastructure. Our dedicated and experienced incident response team works collaboratively with you to investigate, respond, and recover from security incidents.

Common Types of Incidents we Manage

- **Financially motivated crime:** Business email compromise, extortion, ransomware, payment card theft, etc.
- **Intellectual property theft:** Theft of trade secrets or other sensitive information.
- **Data breaches and leakage:** Exposure of protected health care information (PHI) or personally identifiable information (PII).
- **Insider threats:** Inappropriate or unlawful activity performed by employees, former employees, or vendors.
- **Destructive attacks:** Attacks aimed at causing the victim organization harm by making their systems or information unrecoverable.

Benefits



EXPERIENCED TEAM

IDX's Incident Response team has deep experience investigating and managing clients through high-profile incidents. Our team uses industry leading tools and techniques in executing our proven response methodology to identify attacker activity, respond to and recover from incidents. Our team communicates with you through each stop of the incident. You'll never be left alone in the dark.



RAPID RESPONSE TIME

IDX has a team ready to engage with you quickly supporting your team with their response to the incident, returning your business to regular operations as swiftly as possible. Our expert team will rapidly respond, contain, and eradicate the threat from your organization.



BEST-IN-CLASS THREAT INTELLIGENCE

IDX maintains a robust threat intelligence function that accelerates our incident response team's ability to understand what happened in an incident, how the attacker gained access and escalated their privileges, what persistence mechanisms exist and what data was accessed or exfiltrated. IDX can also protect your critical digital assets and data from threats by providing ongoing monitoring across the surface, deep, and dark web for sensitive data and credential leaks.

IDX Incident Response Offering

Triage & Scoping	Investigate, Contain & Recover	Reporting
Contact our 24/7 response team to speak with our trusted cyber experts for immediate support. We size the incident, align on objectives, and issue a SOW so work can start immediately - saving time, money, and brand reputation.	IDX deploys security tooling to help accelerate the response, assist with isolating malicious activity and recovery efforts. Most clients receive an initial findings briefing within 24-48 hours along with hardening guidance to strengthen your organization's security posture going forward.	IDX will provide your organization with an investigative report covering details such as root cause, attacker timeline, impacted data and remediation steps performed.

Why IDX?

Our clients benefit from our comprehensive, end-to-end management of preparing, containing, responding to any type and size of cyber attack, with one seamless, full service team.

HOW WE EARN YOUR TRUST

Uncompromised Ethics

A commitment to always do the right thing.

Uncompromised Security

Built to the highest standards.

Uncompromised Innovation

Swift response to emerging threats

Uncompromised Satisfaction

100% Identity Recovery guarantee

\$1.59M

Average data breach savings with an incident response plan

32%

of all breaches involve ransomware or extortion



IDX is a leading provider of cyber response services and identity protection for organizations and individuals. We combine consumer-centric software and concierge-style professional services in serving organizations across government, healthcare, commercial enterprises, financial institutions, and higher education.



Have questions? We'd like to help.

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