CSIRT Rapid Response for SMEs

Immediate assistance in case of cyber attacks: Your SME can count on the Swisscom cyber security experts in critical situations.

Cyber attacks are increasing and SMEs are a popular target. In a critical situation, every minute matters. A careless act can even exacerbate the damage to the business. Trained and experienced experts are necessary to take the right decisions under pressure and swiftly contain the damage to the company. Here the Cyber Security Incident Response Team (CSIRT) at Swisscom is at your side. We determine whether the case is actually a cyber incident, analyse the situation as quickly as possible and provide you with a sound and reliable basis for decision making as well as action recommendations for handling the cyber incident.

Your advantages with CSIRT Rapid Response

Quick reaction time

Fast and professional response to cyber attacks. ✓

Incident analysis

Detailed analysis of the cyber incident and security review of compromised IT systems. ✓

Action recommendation for immediate measures

Recommendation for mitigating and eliminating the threat and for restoring operations. ✓

Advice for reporting the incident and prosecution

Advice on the procedure for reporting the incident and initiating criminal proceedings. ✓

Cyber security specialists

Access to excellently trained security specialists with broad expertise and many years of experience. ✓

How CSIRT Rapid Response works

Cyber attack hits your company

Incident is reported
to the Cyber Security Incident Response Team at Swisscom.

0800 850 000

Cyber attack is analysed and handled
– Security review of IT systems
– Interaction with IT partners and cyber insurance
– Action recommendation for measures
– Advice on reporting the incident and initiating criminal proceedings

Company resumes operations

Immediate assistance in case of a cyber attack: 0800 850 000. The Swisscom CSIRT is here for you 24/7.

swisscom

Offer

Our experienced specialists in the Cyber Security Incident Response Team (CSIRT) support you quickly and professionally in the analysis and handling of cyber attacks. We first determine the nature of the security incident. We then initiate the security incident management process remotely or on site at your company.

We work closely with your IT partner, IT supplier or IT insurer. You receive regular status updates if necessary and as agreed, in addition to a final report documenting our response. Moreover, we offer recommendations that you can implement in collaboration with your partner or, if applicable, with us. Where necessary, we also advise you on how to report the incident to the national security centre and initiate criminal proceedings with the police.

We charge for our service according to time, cost and material, plus a service fee. This offer is aimed exclusively at companies in Switzerland.

Services at a glance

Analysis and security review	**Identification:** We determine whether a cyber attack actually occurred.	
	Assessment: Initial analysis of the affected systems and attack vector in which our CSIRT devises immediate measures to prevent further spread into the company's systems or the leakage of further data.	
Cyber incident management	**Mitigation:** A detailed security review of the compromised systems (on premise and in the cloud) provides an overview of the extent and severity of the security incident. The analysis also documents evidence for use in criminal, civil and administrative proceedings in Switzerland.	
	Reporting and prosecution: Where necessary, we also advise you on how to report the incident to the national security centre and initiate criminal proceedings with the police.	
	Cleanse: Action recommendations are provided for the effective elimination of the threat from the affected systems.	
	Restoration: We give advice on restoring ordinary operations. If necessary, we provide your IT partner or IT department with tools for testing, monitoring and validating the IT systems.	
Closure	**Incident report and prosecution advice:** An incident report is prepared at the end of the analysis. This contains the course of the incident and all related information. You also receive action recommendations regarding your IT security.	

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