

F-Response NOW

**Lowering the threshold for action to provide expert
Incident Response, Investigation, and eDiscovery
Services**

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CHALLENGE

Computer security incidents, whether from insider threat or external hacker present challenges for potential clients and customers that lack the ability to respond to these incidents promptly with expert resources.

There exists a “Threshold for Action or TFA” that clients use informally to determine when and if they should engage an outside consulting firm to assist them in performing internal investigations, discovery, or incident mitigation and response services. The higher the perceived TFA the less likely the client is to engage your firm.

Numerous factors affect the TFA, often raising it to a level sufficient to make many potential consulting opportunities disappear before they get underway. Some of the factors that can raise the TFA include:

Costs to engage

Savvy clients are always reviewing the potential costs to engage expert consulting services. These costs not only include the firm and the individuals tasked with the effort, but also include the overhead involved in bringing those resources to bear, i.e. “boots on the ground”. The more expensive the client perceives it is going to be the less likely the client is to engage and the higher the TFA.

Administrative effort

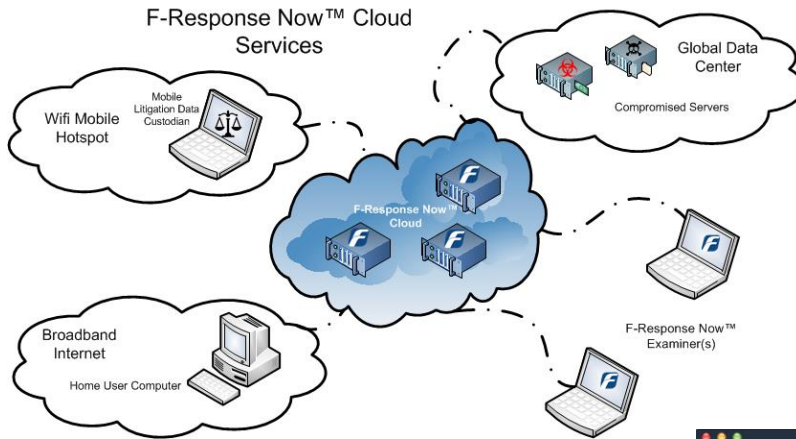
Many consultancies try to mitigate the perceived financial costs to onsite services by developing elaborate processes for self-preservation, acquisition, or review. Clients frequently can become overwhelmed with the perceived administrative effort of performing these activities as they often involve the use of numerous tools and considerable hand-holding to effect usable results. Yet again, a higher perceived administrative effort raises the TFA and reduces the engagement potential.

Time to results

Lastly, the perceived time to get results, even preliminary findings greatly increase the TFA for a client. Clients that believe it may take weeks to determine the extent of the incident or the even the preliminary results of an investigation are far less likely to engage.

SOLUTION

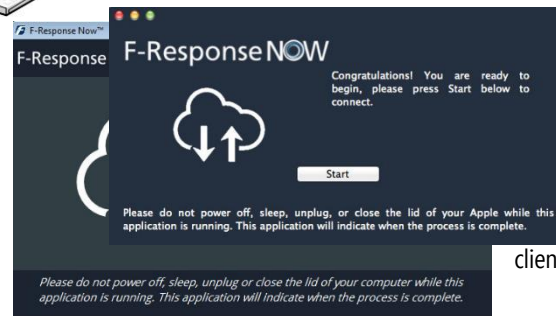
Using F-Response Now on demand F-Response Cloud Services it is possible to deliver a complete onsite solution to end customers anywhere in the world, on demand, and with minimal preparation.



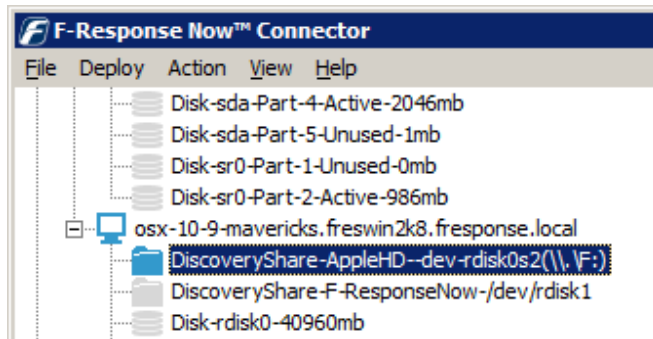
The solution hinges on being able to leverage the patent pending [F-Response Now](#) Cloud to provide on demand F-Response connectivity services to remote devices running within the customer's IT environment.

The client simply needs Internet accessibility¹ to access an on demand generated F-Response Now cloud server. The actual

technical knowledge requirements are minimal to use F-Response Now on a subject computer, the user must simply possess administrative rights and be able to confirm that AC Power and networking are configured on the subject machine. Each F-Response Now client executable is uniquely configured to automatically connect to the F-Response Now instance that generated it. F-Response Now software exists for Windows, Linux, Apple OSX, and Android.



The F-Response Now Examiner software provides the final piece of the puzzle allowing remote examiners to connect to target devices including physical disks, volumes, physical memory, and the unique F-Response DiscoveryShare. F-



Response Now Examiner software is available both for Windows and Linux and can be quickly configured to access F-Response Now instances in over 20+ data centers globally.

Once connected to the remote devices an examiner can then use virtually any tool to perform the investigation.

¹ Internet accessibility is defined as outbound access to the Internet on TCP Port 80

SUMMARY

F-Response Now and the F-Response Now Cloud provide an affordable and accessible way to reduce the “Threshold for Action or TFA” for individual clients and engagements, making them far more likely to be performed and more likely to result in additional future opportunities.

In summary the solution proposed provides the following benefits when adopted:

Greatly reduced costs to engage

Removing the need to travel will result in a higher profit margin, will provide the flexibility to bring expert consulting skills to bear on multiple clients sites during the same work period, and will provide added value to the client by significantly reducing response times. All of this directly lowers the TFA and raise the potential for project acceptance.

Little to no administrative effort

F-Response Now requires little if any administrative effort. The individual applications are preconfigured to interact directly with the examiner’s F-Response Now instance and require no external steps or dependencies. Simple to use products and solutions like F-Response Now reduce the TFA and raise the potential for project acceptance.

Faster results

F-Response Now eliminates many of the administrative challenges that effect project commencement. Projects that start rapidly and can leverage multiple individuals from the consulting organization quickly often produce more frequent feedback and are better able to maintain client expectations.

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