

# Cyber Incident Response Services

## Overview

Coveware combines traditional cyber incident response services with data aggregation, financial operations, and deep technical expertise in encryption ransomware to deliver a service product that meets the recovery time objectives of today's enterprises.

Coveware handles over **2,000** cyber extortion negotiations per year on behalf of our enterprise clients.

## What do we do?

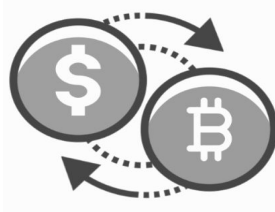
### Strategy



### Negotiation



### Settlement



### Restore and Recovery tools



## How to contact us?

Contact us via "Report an Attack" on our website: [Coveware.com](https://www.coveware.com) or contact us via a partner such as; your outside privacy counsel, a retained IR firm, or cyber insurance company that has a relationship with us.

NOTE: We do not guarantee we have capacity to take your case even if contacting us through a partner. After contacting us, we will determine if we have capacity and if we can assist.

## When to contact us?

- Evidence of exfiltration
- Ransom notes found

## Who should be on the call?

- Internal counsel or external privacy counsel
- IR firm representative, internal SOC analyst or IT team

## What do you need when you contact us?

- Ransom note and sample encrypted file (if available)
- Company name and primary point of contact
- Insurer (if insured)