

## DATASHEET

# EXPERTISE ON DEMAND

The experts you need, when you need them

### HIGHLIGHTS

- Flexible packaging and consumption options—get the services you need, when you need them.
- Use “Ask An Analyst” to answer your most challenging or difficult cyber security questions.
- Exchange prepaid Units for industry-leading Mandiant intelligence, training and consulting services.
- Request investigations into cyber threats and technology alerts as needed.
- Learn which threats are worth watching with Daily News Analysis and Quarterly Threat Briefings.
- Gain the assurance of a Mandiant Incident Response Retainer (optional SLA available).

### Confront cyber security’s biggest challenge

There are an estimated 3.5 million unfilled cyber security positions forecasted by 2021, and research suggests it’s only getting worse. Insufficient and underskilled staff increase team workload, leading to burnout, attrition and increased business risk. With security teams devoting so much time to acquiring cyber security expertise, critical activities such as strategic planning, threat hunting and skills training are often de-prioritized.

Rethink your approach to acquiring cyber security expertise. Instead of using budget to hire a single expert for one role, you could have ad hoc access to a diverse set of cyber security capabilities, skillsets and functions.

Mandiant Expertise On Demand is an annual subscription that extends your security operations capabilities and capacity with flexible access to a wide range of industry-recognized Mandiant security skills, experience and knowledge. This unique service can help reduce the business and management risks associated with hiring, training and retaining cyber security talent by providing the expertise you need, when you need it.

### What you get with expertise on demand

#### Ask an analyst

As a subscriber, you can ask Mandiant experts your most challenging cyber security questions. Our team will respond with commentary and simple analysis based on the collective intelligence and expertise of Mandiant.

#### Fixed-scope services

You can use prepaid Expertise On Demand Units to reserve and request an array of cyber security investigation, readiness, training, threat assessment, technology and intelligence expertise and services.



## Additional inclusions

- Mandiant Daily News Analysis
- Quarterly Threat Briefings
- Mandiant Incident Response Retainer (optional SLA Available)

## How it works

Mandiant Expertise On Demand can be purchased alone or paired with another Mandiant solution, or FireEye technology, to accelerate your success with that solution. Expertise On Demand can also be paired effectively with non-Mandiant technologies and services.

Based on your organization's specific needs and priorities, you can plan out your services to support a specific initiative, reserve services and investigations to secure against a future need, or both.

When planned (or needed), contact our experts via the Expertise On Demand Customer Portal (screenshot below), email or FireEye Helix chat functionality.

You can adjust your services as your security operation changes; subscribers can purchase additional services at any time.

The screenshot displays the FireEye Expertise On Demand Customer Portal. At the top, there is a search bar and navigation links for Support Portal, Cases, Assets, Downloads, Expertise On Demand, Documentation, and Community. The main content area features two primary sections: 'Ask an Analyst' with an 'INITIATE REQUEST' button, and 'Training, Workshops & Consulting' with a 'SCHEDULE TRAINING' button. A prominent callout indicates '93 Units Available' with an 'ORDER MORE UNITS' button. Below this, a table titled 'Unit Transactions' shows a list of requests with columns for Date Requested, Date Completed, Request ID, Service Name, Customer Owner, FireEye Owner, Transaction Type, Status, and Quantity.

DATE REQUESTED	DATE COMPLETED	REQUEST ID	SERVICE NAME	CUSTOMER OWNER	FIREEYE OWNER	TRANSACTION TYPE	STATUS	QUANTITY
2019-04-10	2019-04-10	0095861	Technical Consulting Services	Krista Test	Krista Breaux	Service Request	Consumed	2

## Tackle your impending staffing challenges

Mandiant experts are uniquely qualified to serve as your trusted partner to help you understand, prioritize and manage cyber security risk.

Our Expertise On Demand offering:

- Combines an extensive portfolio of services and threat intelligence with unrivaled breadth and depth of cyber security experience and skills.
- Pairs effectively with any and all technologies and services to complement and accelerate your existing cyber security operations and workflows.
- Provides a flexible consumption model that scales up and down as business conditions change.

Learn more at [www.mandiant.com/expertise](http://www.mandiant.com/expertise)

## TOP USE CASES

- **Investigation.** Gain deeper insight into threats and alerts, and better understand your options and risks.
- **Intelligence.** Keep pace with threat landscape and prioritize response, and expand awareness with intelligence reports, capability development and Digital Threat Assessments.
- **Incident response.** Gain the flexible assurance of having Mandiant on standby should a breach occur. Prepare and evolve your response strategy and readiness with tabletop exercises, red teaming and penetration testing.
- **Training.** Enhance your team's skills with practitioner-led product and cyber security training.
- **FireEye technology effectiveness.** Increase the effectiveness and efficiency of any FireEye security technology with product training and deployment services.

### Mandiant

601 McCarthy Blvd. Milpitas, CA 95035  
 408.321.6300  
 833.3MANDIANT (362.6342)  
 info@mandiant.com

### About Mandiant

Since 2004, Mandiant has been a trusted security leader to organizations that can't afford to fail. Today Mandiant delivers decades of frontline insights at scale through easy-to-deploy and consume SaaS solutions for provable and transformative cyber defense.

