



Recovery Retainer Service

Introducing the Recovery Retainer Service from Kyndryl

Organizations around the world are witnessing a period of heightened cyber incidents. Malicious and costly incidents such as ransomware, distributed denial of service (DDoS), data theft, and data manipulations are set to rise. Businesses must adopt an “assume cyber incident” mindset and be prepared to mitigate the impact of cyber incidents. Kyndryl Recovery Retainer Service provides experts on the ground to help organizations recover from cyber incidents, like ransomware.

Assess your cyber resilience readiness and recover quickly from cyber incidents

Kyndryl Recovery Retainer Service is an offering from Kyndryl that proactively strengthens your cyber recovery preparedness, speed, and performance. Our qualified experts deliver emergency support for recovery operations.

Whether you are a new or existing Kyndryl customer, there has never been a better time to review and realign your cyber resilience program. Kyndryl is a trusted global partner with extensive experience helping customers improve cyber incident readiness and recovery. Kyndryl Recovery Retainer Service provides peace of mind, with onsite experts that help organizations reduce risk before and after a cyber incident.



Kyndryl Recovery Retainer Service key benefits

Unlike most existing incident recovery retainers in the market, Recovery Retainer Service from Kyndryl provides the ability to assess your existing cyber resilience posture, run recovery actions remotely or onsite on notification of a cyber incident. This enables you to recover your production environment and return to business. Our service can help you:

1. Proactively strengthen your cyber incident recovery preparedness and plan for response
2. Reduce the impact of cyber incidents
3. Overcome skills shortage with on-demand availability of cyber recovery experts



Mitigate the impact of cyber incidents and ensure business continuity

Kyndryl Recovery Retainer Service is designed to enable resilient models to mitigate risks and ensure business continuity. Our cyber resilience best practices, advanced technologies and expertise help you defend against those risks, protect your business-critical applications and data, and accelerate recovery from breaches and disruptions. We offer experience helping thousands of customers anticipate, protect against, and recover from outages.



Choose your Recovery Retainer Service model

Recovery Retainer Service offers three tiers of service, providing flexible options to choose from, along with proactive and recovery services, based on your need and cyber readiness maturity.

We provide remote and onsite support capability with assured response times for Invocation, triage, and onsite recovery support depending upon tier selected. Recovery Retainer Service also augments your existing capabilities by providing both strategic and technical pre-incident recommendations.

Recovery Retainer Service tiered options

Kyndryl offers three recovery retainer tiers to fit your requirements. All tiers include an intake workshop, access to 24/7 phone support, and a predefined number of hours for our experts to support your recovery requirements in the event of a disruptive cyber incident, like ransomware. Depending upon tier purchased, you also receive credit to select from a menu of proactive services to help ensure your recoverability.

Tier 1

- Includes an initial intake
- Includes 24/7 phone support
- +60 annual retainer hours for recovery services
- Additional hours available for purchase

Tier 2

- Includes an initial intake
- Includes 24/7 phone support
- Includes 2 proactive service units
- +80 annual retainer hours for recovery services
- Additional hours available for purchase
- Leadership recovery actions

Tier 3

- Includes an initial intake
- Includes 24/7 phone support
- Includes 3 proactive service units
- +150 annual retainer hours for recovery services
- Additional hours available for purchase
- Leadership and hands-on recovery actions

Why Kyndryl?

Kyndryl has deep expertise in designing, running, building, and managing the most modern, efficient and reliable technology infrastructure that the world depends on every day. We are deeply committed to advancing the critical infrastructure that powers human progress. We're building on our foundation of excellence by creating systems in new ways: bringing in the right partners, investing in our business, and working side-by-side with customers to unlock potential.

Learn more

Reach out to a [Kyndryl expert](#) to learn more about how the Kyndryl Recovery Retainer Service can help your organization.

Explore [Kyndryl Security and Resilience](#) services.



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