



PROFESSIONAL SERVICES.

Expert-led engagements for complex environments, active incidents, and teams that need more than the packages provide.

IMPLEMENTATION & DEPLOYMENT



ADVANCED IMPLEMENTATION

Complex environments. Custom integrations. Non-standard architectures. Standard deployment covers typical Binalyze AIR environments. Advanced Implementation is scoped for organizations with bespoke requirements — custom SIEM, SOAR, or EDR integrations, air-gapped or non-standard architectures, and complex configuration needs outside standard deployment scope. Scoped during pre-sale for new customers. Existing customers: speak with your CSM to initiate scoping.

WHAT'S INCLUDED

- Custom SIEM / SOAR / EDR integrations
- Non-standard and air-gapped architectures
- Bespoke configuration and workflow design
- Architecture consulting and validation
- Remote or onsite delivery available

TRAINING & ENABLEMENT



ADDITIONAL TRAINING

Instructor-led sessions beyond the two included in your package. Two remote onboarding training sessions are included in every Essentials and Signature Support package. Additional sessions are available for teams expanding their deployment, onboarding new analysts, or requiring deeper specialization in investigation workflows, threat hunting, or automation. Session agendas are tailored to team level and use case. Onsite delivery includes travel and expenses billed separately.

WHAT'S INCLUDED

- Platform foundations and advanced investigation workflows
- Threat hunting and detection engineering
- Automation, YARA, Sigma, and osquery
- DFIR techniques and reporting
- Remote or onsite delivery available

INVESTIGATION SUPPORT



DFIR ASSIST

Dedicated investigation support for active or retrospective incidents. DFIR Assist engagements bring Binalyze CERT expertise directly into your investigation, whether you're mid-incident and need scoping support, or conducting a retrospective root cause analysis. Signature Support customers can draw from their annual services hours allowance; all other customers engage on a standalone basis. Signature Support customers: draw from your 8–16 hr/year allowance. Standalone customers: contact your CSM to scope. 24/7 on-call investigation is not in scope — see IR Consultation & Retainer.

WHAT'S INCLUDED

- Active incident scoping and triage support
- Root cause and compromise analysis
- Investigation workflow design and optimization
- Expert review of findings and reporting
- All engagements delivered during business hours

ONSITE & FIELD SERVICES



ONSITE DELIVERY

In-person implementation, training, and investigation support. Remote delivery is the default for all Binalyze services. For customers requiring in-person engagement — sensitive environments, executive-level training, or high-stakes deployments — onsite delivery is available as a paid add-on. Onsite delivery is outside the scope of both packages. All onsite engagements are scoped and contracted separately.

WHAT'S INCLUDED

- Onsite implementation and configuration
- In-person training for analyst and leadership teams
- On-location investigation support (scoped separately)
- Travel and expenses billed separately

INCIDENT RESPONSE



IR CONSULTATION & RETAINER

Ongoing or on-demand incident response capability beyond the packages. Customers requiring 24/7 on-call IR investigation, or an ongoing retainer for active incident response, should engage a dedicated DFIR retainer outside the package structure. Binalyze's partner network can deliver 24/7 investigation engagements globally. Customers mid-incident: contact your CSM or reach us at cert@binalyze.com — we will triage and connect you to the right resource immediately.

WHAT'S INCLUDED

- Open-ended incident response retainer
- On-demand DFIR consultation for active investigations
- Available through Binalyze partner network
- 24/7 investigation delivery (not available within packages)

All services are delivered remotely during business hours unless otherwise noted.
Mon–Fri · 9:00am–6:00pm CET/EST · Excluding public holidays.

Contact us · binalyze.com