



IKARUS 24/7 Nozomi Emergency Service

24/7 on-call duty and support for critical infrastructures

Annual subscription specifically for critical infrastructures

The IKARUS 24/7 Nozomi Emergency Service is specifically designed for critical infrastructure operators to meet the stringent requirements of the NIS2 directive and security standards such as IEC 62443 and ISO 27001.

This service ensures that your organisation can respond quickly and efficiently in the event of a serious system failure of an OT security sensor, ensuring the security and availability of your OT systems.

Services of the IKARUS 24/7 Nozomi Emergency Service

- ✓ **24/7 on-call duty:** 24-hour availability of the IKARUS Emergency Team for immediate support. This Service requires the IKARUS Service On Demand package.
- ✓ **Support for rapid device replacement** (CMC, Guardian): In the event of a failure, we guarantee rapid replacement of your critical hardware, either through cold standby (on-site replacement without immediate activation) or warm standby (on-site replacement, immediately operational).
- ✓ **Annual trainings and exercises:** Regular training sessions and practical tests with your staff to ensure optimum responsiveness in an emergency.
- ✓ **Integration support:** Support in setting up and configuring redundancy and standby systems in accordance with industry best practice and specific security standards.

Your benefits

- ✓ **Regulatory compliance:** Ensuring compliance with the regulations and standards relevant to critical infrastructures, in particular NIS2, IEC 62443 and ISO 27001.

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- ✓ **Minimise downtime:** Rapidly restore operational readiness in the event of a system failure or security incident.
- ✓ **Preparedness and resilience:** You can improve the resilience and responsiveness of your systems through preparedness and regular exercises.
- ✓ **Customised emergency planningg:** Develop a customised emergency response plan tailored to the specific requirements and structures of your critical infrastructure.


Additional conditions

- » **Critical infrastructure:** This service is only available for operators of critical infrastructures in accordance with NIS2.
- » **Service On Demand package:** The IKARUS 24/7 Nozomi Emergency Services requires the IKARUS Service On Demand package to guarantee the necessary resources and response times.
- » **Necessary organisation:** This service requires appropriate organisational measures such as spare parts stocks, redundancies and standby solutions.

Additional IKARUS OT Security Professional Services

- » IKARUS Deployment Package
- » IKARUS Advisory Call Package
- » IKARUS Health Check Package
- » IKARUS Optimization Package
- » IKARUS Service On Demand

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