



## IKARUS 24/7 Maintenance and Emergency Support Package

# 24/7 On-Call Support for Critical Infrastructure

### Annual subscription tailored for critical infrastructure

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

This service ensures that your organization can respond quickly and effectively in the event of a critical failure of an OT security sensor—safeguarding the security and availability of your OT systems.

## IKARUS 24/7 Maintenance and Emergency Support Package

- ✓ **24/7 on-call availability:** Round-the-clock access to the IKARUS emergency team for immediate support. Requires the IKARUS Service on Demand package.
- ✓ **Rapid device replacement support** (CMC, Guardian): In the event of hardware failure, we ensure quick replacement of critical components—either via Cold Standby (on-site spare without immediate activation) or Warm Standby (on-site spare, immediately operational).
- ✓ **Annual training and drills:** Regular training sessions and hands-on exercises with your staff to ensure optimal response readiness in emergency situations.
- ✓ **Integration support:** Assistance with the setup and configuration of redundancy and standby systems in accordance with industry's best practices and relevant security standards.

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## Your benefits

- ✓ **Regulatory compliance:** Ensure adherence to regulations and standards relevant to critical infrastructure, particularly NIS2, IEC 62443, and ISO 27001.
- ✓ **Minimized downtime:** Rapid recovery of operational readiness in the event of a system failure or security incident.
- ✓ **Preparedness and resilience:** Improve your system's resilience and response capabilities through proactive measures and regular drills.
- ✓ **Customized emergency planning:** Develop a tailored incident response plan based on the specific requirements and structure of your critical infrastructure.

## Additional conditions


- » **Critical Infrastructure Only:** This service is exclusively available to operators of critical infrastructure as defined by the NIS2 directive.
- » **Service on Demand Package:** Use of the IKARUS 24/7 Maintenance and Emergency Support Package requires the IKARUS Service on Demand Package to ensure the necessary resources and guaranteed response times.
- » **Organizational Requirements:** Prerequisites for this service include appropriate organizational measures such as spare parts management, system redundancies, and standby solutions.

## Complementary IKARUS OT Security Professional Services

- » IKARUS Deployment Package
- » IKARUS Advisory Meeting Package
- » IKARUS Health Check Package
- » IKARUS Optimization Package
- » IKARUS Service on Demand

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