C1 SmartStart for Security Incident Response (SIR)

Rapid deployment of ServiceNow SIR that automates intake, enrichment, prioritization, and workflows. Organizations gain consistent, audit-ready incident handling with faster containment, reduced triage effort, and unified SOC-to-IT coordination.

Automated Intake

Automated incident intake, enrichment, and threat intel correlation

Risk Prioritization

CMDB-based enrichment and risk scoring for context-driven decisions

Playbook Response

Prebuilt playbooks for phishing, malware, unauthorized access, insider threats, DDoS

Cross-Team Visibility

Native linkage to VR, IRM, ITSM, Change with SOC dashboards

Primary Use Cases

- Speed up triage with automated intake + enrichment
- Standardize incident handling with playbooks
- Improve investigations with full cross-module context
- Produce audit-ready documentation automatically
- Improve SOC performance and MTTR visibility

Impact Summary

- **40–60%** reduction in manual triage effort
- **50–80%** faster containment and MTTR
- **70%+** reduction in evidence documentation overhead
- Fewer SLA breaches and escalations
- Higher SOC efficiency and reduced analyst fatigue

> **Positioning:** SmartStart delivers a fast, standardized, ServiceNow-aligned incident response program—automating intake, enrichment, workflows, and reporting to strengthen SOC operations and compliance readiness. **Pricing:** Typical pricing ranges from **$XX,XXX–$YY,YYY** based on integrations, alert volume, and SOC maturity.