CYBER-HOTLINE

Powered by: Quantum Smart Claim Solutions

Upgrade your hotline.
Protect your SLAs.
Differentiate your firm.

- Multi-channel
- SOC-governed
- Human-Led
- Tech Empowered
- Lawyer Controlled

Agenda

- **Challenge**

- **Needs**

- **Our Solution : Cyber-Hotline.com**
  - Multi-channel
  - SOC-governed
  - Human-led
  - Technology Empowered
  - Lawyer-controlled

The Breach Coach Reality

Cyber Incident Response is Complex

Breach coaches face:

Increasing cyber incident volumes

Global & multi-jurisdictional exposure

24/7/365 availability expectations

Rising insurer and client scrutiny on SLAs

High-value lawyer time is lost on non-billable triage

High pressure on firm partners for first response / call back

The challenge is not legal expertise, it is **operational scalability.**

The limits of traditional hotlines

The Traditional Hotline Model Is Reaching Its Limit

Incident → **Phone Lines / Call Center** → **Breach Coach Partner**

Most breach coaches rely on:

- A list of phone numbers
- Manual call handling / hunt group
- Partner-driven triage
- Limited intake structure

This creates:

- SLA risk
- Missed or delayed first contact
- Inconsistent documentation
- Partner time spent on low-value tasks

What Insurers & MNCs expect now ?

Expectations Have Evolved

Insurers and large clients increasingly expect:

Guaranteed response SLAs

Professional, resilient intake models

Consistent triage and documentation

Demonstrated operational maturity

Multiple secure entry points
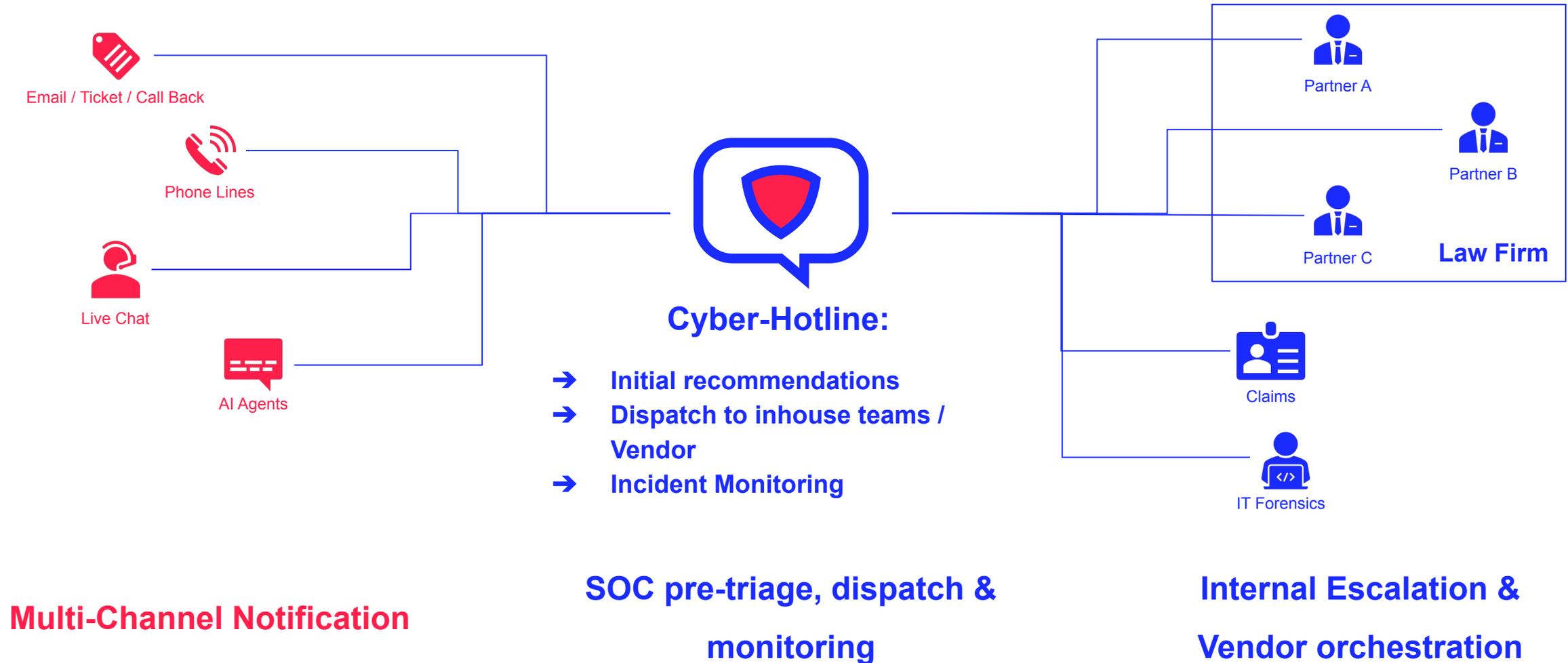
Use technology without operational risk

Improve user experience

Capture data and collect insights

Our Solution: Cyber-Hotline.com

Email / Ticket / Call Back

Phone Lines

Live Chat

AI Agents

Cyber-Hotline:

➔ **Initial recommendations**
➔ **Dispatch to inhouse teams / Vendor**
➔ **Incident Monitoring**

Partner A

Partner B

Partner C

Law Firm

Claims

IT Forensics

Multi-Channel Notification

SOC pre-triage, dispatch & monitoring

Internal Escalation & Vendor orchestration

Our Solution: Cyber-Hotline.com

CYBER–HOTLINE   =   *Your channel-agnostic incident intake and coordination layer*

- Replaces and upgrades your hotline

- Provides multiple, diverse notification options

- Ensures consistent triage and documentation

- Protects SLAs and partner availability

- **Operates under your authority**

Delegate operations.
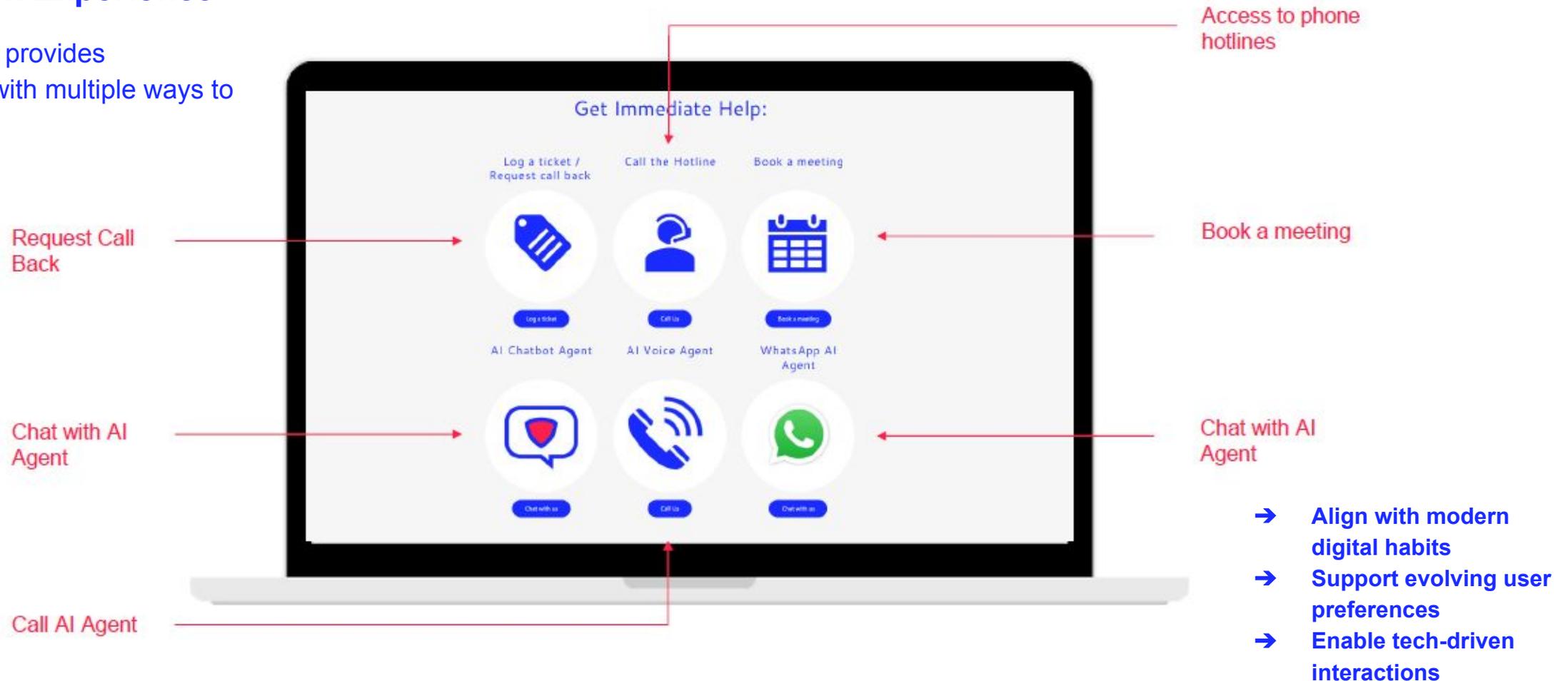
Preserve control.

Scale with confidence.

Our Solution: Cyber-Hotline.com

A Multi-Channel Notification Experience

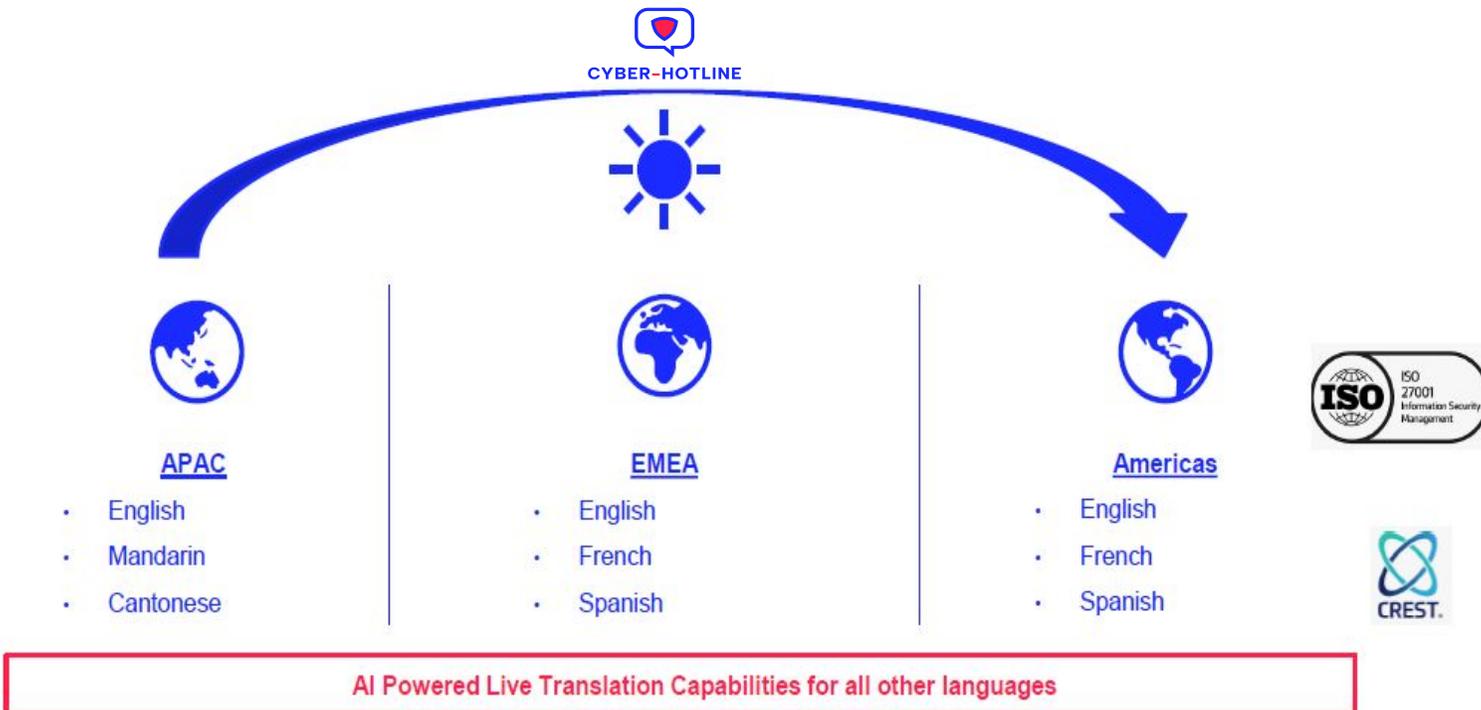Cyber-Hotline provides clients/users with multiple ways to reach support

Access to phone hotlines

Book a meeting

Chat with AI Agent

Request Call Back

Chat with AI Agent

Call AI Agent

→ **Align with modern digital habits**
→ **Support evolving user preferences**
→ **Enable tech-driven interactions**

Our Solution: Cyber-Hotline.com

One SOC. One Operating Model.

No matter the channel, **the same SOPs and SLAs apply**.

CYBER-HOTLINE

APAC
- English
- Mandarin
- Cantonese

EMEA
- English
- French
- Spanish

Americas
- English
- French
- Spanish

ISO 27001 Information Security Management

CREST.

AI Powered Live Translation Capabilities for all other languages

Cyber-Hotline SOC:

- Logs every notification
- Qualifies incidents consistently
- Monitors first response end-to-end
- Enforces your SLAs
- Escalates to the right lawyer or partner
- Provide tech expertise to lawyer during Triage (if needed)
- Acts as a second line of defence

Channels vary, Governance does not.

Our Solution: Cyber-Hotline.com

Human-led, Lawyer-controlled Operations

Cyber-Hotline operators and SOC analysts:

- Perform first-level pre-triage
- Bring technical expertise right away
- Reassure clients
- Filter and qualify incidents
- Escalate to the right Partner, local team or external vendor
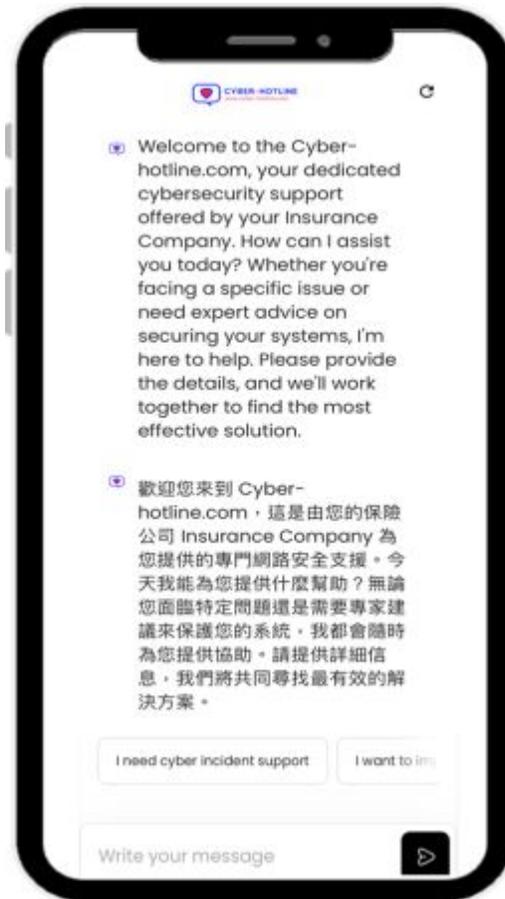
This ensures:

- Partner time is protected
- Clear technical context ahead of triage calls
- Lawyer can be cc to each interaction, enforcing privilege requirement
- No dilution of authority or privilege

Humans Deliver Value

Technology Supports Them

Our Solution: Cyber-Hotline.com

AI Embedded, not uncontrolled

AI as an Enabler, Not a Controller

AI within Cyber-Hotline is used to:

- Support operators during calls and chats
- Assist structured intake
- Support multilingual interactions
- Improve documentation quality
- Enhance consistency and speed

AI:

- Does not provide legal advice
- Does not make escalation decisions
- Operates under SOC supervision

AI improves operations. Lawyers remain accountable.

Our Solution: Cyber-Hotline.com

Escalation & Coordination under your control

You Decide. We Execute.

Cyber-Hotline:

- Escalates incidents according to your rules
- Dispatch to your inhouse teams
- Coordinates with your preferred DFIR/vendors
- Monitors responsiveness and SLAs
- Steps in if a resource is unavailable

Operational coordination, under Breach Coach leadership.

Our Solution: Cyber-Hotline.com

A Clear Differentiator in RFPs and Pitches

Breach coaches can credibly say:

- "We guarantee first response SLAs"
- "We operate a resilient, multi-channel intake"
- "Our partners focus on legal strategy"
- "Our response scales globally"
- "Our model is proven and controlled"

Key Benefits:

- Scale without hiring armies
- Protect partner time
- Reduce SLA and reputational risk
- Upgrade client experience
- Differentiate vs competing firms
- Win and retain insurer mandates

Channel-agnostic / Human-led / SOC-governed / Lawyer-controlled

CYBER-HOTLINE

www.cyber-hotline.com

✉ hello@cyber-hotline.com

☎ +852 9885 9052