



Imperva Worldwide Client Services

DATASHEET

"Our consultant has done a tremendous job during our deployment. He is very knowledgeable and easy to work with – and that is a valuable combination! Imperva has delivered everything as promised."

**HARVEY EWING,
VICE PRESIDENT, DIRECTOR
- INFORMATION SECURITY,
PRIMELENDING**

You made a significant investment in Imperva's application and/or data security technologies such as Imperva SecureSphere, Imperva CounterBreach, Imperva Incapsula, and Imperva Camouflage to protect your most valuable data and meet your compliance requirements; now what? Imperva Client Services can streamline the deployment and ongoing operations of your Imperva project. The Imperva team of qualified experts has years of experience in training end-users and supporting customers by delivering exceptional service and support for each of these industry leading solutions. Imperva understands the complexity of IT environments and can help you plan and navigate through all phases of your implementation. Whether you need Imperva expertise on day one, are managing a global security operations center, or require product training, Imperva has the resources and delivery tools to meet your business security objectives.

Imperva Client Service Offerings

Imperva offers a full suite of services on a global basis, designed to maximize your success. Our offerings are built on the three following programs:

- Imperva Product Support provides immediate, around-the-clock assistance.
- Imperva SecureSphere Services, CounterBreach Services, Incapsula Services, and Imperva Camouflage Services deliver on-site and remote expertise to design, deploy, optimize or manage your solution.
- Imperva Training offers hands-on, practical experience with in-depth instructor led educational courses delivered at Imperva classrooms, on-site, or via the Web.

Additionally, Imperva can assist in the creation of an "Imperva Center of Excellence". Imperva experts will work with your technical teams to establish a nucleus of Imperva expertise that will drive the success of your SecureSphere, Incapsula, CounterBreach, and Camouflage deployments, ensuring that you are attaining maximum business value.

"I am very satisfied with my interactions with on all levels. Our consultants have gone out of their way to meet our often demanding needs."

DIRECTOR, A GLOBAL PROVIDER OF INFORMATION MANAGEMENT AND ECOMMERCE SOLUTIONS.

Professional Services

SecureSphere Services | CounterBreach Services | Incapsula Services | Camouflage Services

Security and compliance projects are expected to be delivered on tight deadlines and usually with limited resources. Imperva Professional Services provide the expertise you need to augment and maximize your staff's productivity, stay on-budget, and deploy on-time, resulting in the greatest possible return on your Imperva investment.

When to use Imperva Professional Services

Organizations of all sizes turn to Imperva Professional Services when:

- There is a need for a proven implementation methodology
- Business security initiatives must finish on-time and within budget
- Access to Imperva experts is required immediately
- An assessment of critical data is required for compliance and data control recommendations
- Imperva consultants are needed to augment your staff

SecureMethod Deployment Methodology

The Imperva SecureMethod Deployment Methodology integrates proven best practices and knowledge into your organization. Based on hundreds of customer deployments, SecureMethod offers a unique approach of consolidating our expertise as a reusable resource and set of tools. From understanding and defining your project's scope, to going live in your production environment, Imperva Professional Services guide you through the steps necessary to meet your goals with predictable outcomes.

Imperva consultants take your project from concept to "live" by focusing on three key themes. First steps include embedding prior experience and expertise into your organization through knowledge transfer that includes scheduled classroom training and hands-on working sessions. Next, Imperva empowers your staff to have the skills and best practices they need. Lastly, Imperva works with your team to achieve independence so that when the engagement is completed, there is a solid foundation to manage ongoing operations and expansion.

Imperva Professional Services Offerings

Assessment Services

Most companies understand how and where sensitive data should reside within the environment, but due to inter-connectivity between supporting groups and the requirement of interrelationships between business processes, data tends to reside in systems, applications, databases that are not fully catalogued. Imperva assessment services provide a catalog of these systems while answering critical questions about security controls needed for databases, data classification, and regulatory compliance.

“The Professional Services effort was awesome. We were very impressed with Imperva’s expertise and professionalism.”

SENIOR DBA,
GLOBAL EMPLOYMENT SERVICES
COMPANY

Consulting Services

Imperva Consulting Services are appropriate for large, complex or unique deployments, or projects that require additional consulting after a Quick Start Program. Our consultants draw upon the experience of hundreds of successful customer implementations to ensure your project is accurately scoped, delivered on time and within budget. Imperva consultants are skilled security experts – each possessing several years of networking, security, web application, and data protection experience. In addition to guiding you through implementation, our consultants work with your IT staff to provide invaluable knowledge transfer. Imperva Professional Services can create solution packages to meet any implementation need.

Quick Start Programs and Remote Health Checks

Imperva Quick start and Remote Health checks are the quickest and most efficient ways to a healthy Implementation. Quick Start Programs cover all the steps in an installation engagement, including planning, design, configuration, reporting, and tuning, all in a single packaged offering. The Remote Health Check provides a consultant who reviews your business security objectives and then remotely connects to your SecureSphere environment to monitor and assess its performance. Next, they apply changes to optimize, tune and improve the efficiency of your deployment. Health Checks ideally are performed on six-month intervals to ensure that your Imperva deployment is operating at its best and to draw upon the assigned consultant’s latest field experience. An Imperva Quick Start is a great way to jump start your compliance or security solution; small, medium or large while the goal of the Health Check is to provide you with confidence that your solution is tuned to operational excellence.



Training

Whether you’re just starting your implementation, have undergone staff changes or just need to update your product skills, Imperva training courses help increase the efficiency of your organization by empowering you with the expertise you need.

Expert instructors bring real-world deployment experience to the classroom. Not only will you receive practical product training, advice from our pro’s, and invaluable best-practices information, you also have a chance to interact with peers and learn from their experiences. All exercises are performed on Imperva products running in our training lab environment so you get hands-on experience to reinforce what you learn in class.

Training Types

- Classroom – Regularly scheduled, instructor-led classroom training deliver personalized attention and a unique learning and networking opportunity.
- Onsite – If you have multiple users to train, Imperva delivers the instructor, course, and lab at your facility.
- Instructor-Led Online – Live, Web-based, instructor-led online training meets the needs of customers who have travel restrictions or need more flexibility.

Imperva Product Training Courses

- SecureSphere Web Application Firewall
- SecureSphere Database Security and Compliance
- Imperva CounterBreach

Count on Imperva Worldwide Client Services for Exceptional Support

Imperva understands that security, compliance, reliability, and general network health are essential to your organization. Imperva offers a comprehensive set of support, professional services, and product training programs that deliver immediate and effective results. Imperva can take your SecureSphere, Incapsula and CounterBreach solution to the highest levels of execution giving you the confidence that your Business Security goals are being met and exceeded. Imperva Client Services is uniquely positioned to draw upon all of the experience, industry knowledge and resources accessible to Imperva. Imperva Client Services are ready to deliver anywhere, anytime.

- SecureSphere Administration
- Imperva Camouflage

Visit Imperva online to register and view our class schedule.

Product Support

The Imperva global team of support engineers are experts in security and compliance, delivering technical assistance for all Imperva products. Imperva offers 24x7x365 coverage to its customer base from our multiple support centers.

What you get

Access to Imperva Security Experts. Experience courteous, prompt and professional responses to all your technical inquiries. Support engineers can be contacted using the Imperva Self-Service Support Portal, by email, or by phone. Imperva global support centers provide you with technical assistance no matter what time of day it is.

Self-Help resources from the Imperva Self-Service Support Portal. Log and track your support cases from submission to resolution, review hundreds of proven solutions from the Imperva knowledgebase, download product documentation, and collaborate with other users.

Up-to-Date Protection. Access the latest software releases, service packs, and security content. Software releases offer new features and enhancements, while regular security updates provide you with the latest signatures and policies from the Imperva Defense Center.

Support Levels & Delivery Methods

The three levels of Imperva technical support – Standard, Enhanced, and Premium – afford you the flexibility to select the plan that best meets your needs.

Premium Support Services - Designated Support Engineer

A Designated Support Engineer, or DSE, is your single point-of- contact who manages your support cases. These solution-driven individuals ensure that your cases are handled and resolved promptly. DSEs have a deep understanding of your environment, and provide you with proactive services including tuning, optimization, maintenance and troubleshooting assistance. Your DSE also conducts two on-site visits each year along with quarterly assessments of your deployment.

SUPPORT LEVEL	STANDARD	ENHANCED	PREMIUM
Service hours	8 AM to 6 PM local time on work days	24x7x365	24x7x365
Self-Service Support Portal Access	✓	✓	✓
E-mail Support	✓	✓	✓
Phone Support	✓	✓	✓
Latest patches & service packs	✓	✓	✓
Major upgrades & enhancements	✓	✓	✓
Advanced Hardware Replacement	Standard Hardware Replacement	Standard Hardware Replacement	✓
Number of Designated Callers and Web Access Users	Four	Six	unlimited