



Imperva Technical Account Manager Program

DATASHEET

“Prompt attention in troubleshooting complex situations, along with continued focused support by our TAM, allows us to continue maturing our technologies in use”

Total Customer Care for SecureSphere and Incapsula Cloud Service

The Imperva Technical Account Manager (TAM) program was developed to provide a customized service management experience for our customers with the most demanding requirements. Your TAM will serve as a representative, escalation and advocate within Imperva, essentially becoming part of your team. They will handle account-related details, including environment specification, setup and support history, all while reducing your risk and the need for in-house expertise.

A TAM can provide up to 40 hours weekly (available SKUs are purchased in 10 hour increments) so that your on-premise SecureSphere or Incapsula Cloud Deployment delivers you the maximum value. You may place an order for a TAM with Imperva or through an authorized reseller.

The Imperva TAM supports both SecureSphere (WAF/DAM/DBF) and Incapsula Cloud product suites. Read below for further information on what this means for each.

TAM and SecureSphere

SecureSphere is the leading Web Application Firewall (WAF) for protecting web assets from application attacks. Our SecureSphere WAF protects business critical applications and data from large-scale cyber-attacks, adapts to evolving threats to protect against data-breaches and enables compliance with regulatory requirements.

You should consider a SecureSphere Technical Account Manager if you want a Imperva product expert to work closely with your team on an ongoing basis to reduce system downtime and to maximum your data-center investment. The TAM works directly with you to design, deploy and refine your SecureSphere deployment.

“The TAM allows our organization to maintain a stable technology environment so that we can focus on staff management and program stability and maturation”

SecureSphere at a Glance

- Industry leading Web Application Firewall deployed to deliver high-performance security for business-critical web applications.
- Protection for critical external and internal applications from devastating cyber-attacks.
- Provides the ability to quickly patch website vulnerabilities preventing exploitation and potential data theft.
- Powered by Imperva Application Defense Center (AD), a world renowned application security research team. Provides regular up-to-date signature and policy and threat-intelligence information.
- Stops Application DDOS and Business Logic Attacks such as posting content spam in forums, scraping web content and disabling access to your website.
- Gain deep forensic insights with customized reports for analysis and regulatory compliance.
- Protects applications without impacting performance and without extensive network changes.

Because your IT environments has unique security and infrastructure requirements, prompt attention in troubleshooting complex situations, along with continued focused support by our SecureSphere TAM, will allow us to ensure that we protect your most critical IT assets.

The SecureSphere TAM will partner one-on-one with your organization, gaining deep knowledge of your environment and its requirements. Serving as your designated point of contact to Imperva, a TAM will increase your team’s productivity and knowledge of Imperva products. They will assist in providing personalized case management, resolving issues quickly with intimate knowledge of your environment. Acting as a liaison to Imperva, they will assist in resolving critical product issues, educate your organization of new features and assist in upgrading your SecureSphere deployment.

TAM and Incapsula Cloud

Incapsula is a cloud service that secures your infrastructure against attack and improves the performance of your website. To ensure the highest level of integration and support, the Incapsula Technical Account Manager works directly with you to enhance your Incapsula service and achieve the benefits of having an Incapsula insider on your team.

You should consider an Incapsula Technical Account Manager if you want direct access to a higher level of Incapsula expertise, desire a single point of contact that can advocate your needs and want assistance tuning your Incapsula service.

The Incapsula TAM understands your unique requirements, environment, product setup and support history. This information is used by your TAM who becomes your representative, escalation point and advocate within the Imperva organization. When you onboard onto the Incapsula service, a TAM will have the details that reduce your need for in-house expertise. Your account manager will spend up to 10 hours weekly maximizing the value of your Incapsula service.

The Incapsula TAM program combines the best and most experienced support engineers with tools and methods developed from years of hands-on experience. Incapsula TAMs also have direct access to the Incapsula Network Operations Center and Security Operations Center.

KEY BENEFITS

Trusted Advisor

Acting as a single-point of contact, your TAM will act as your advocate within Imperva helping to partner one-on-one with your organization, gaining deep knowledge of your environment and it’s key requirements. Your TAM will be your trusted advisor and will help your organization to fully utilize Imperva products and services. The TAM is your advocate within Imperva and succeeds when you do.

Optimal Performance

From the onset, your TAM will work closely with your team to get an in-depth understanding of your technical environment and provide the highest level of support. With a dedicated expert on site they will work to integrate Imperva products into your infrastructure, ensuring a smooth transition. Acting as a product expert, they will assist in resolving issues, provide regular updates and ensure that your environment is running at optimal performance.

Incapsula at a Glance

- Over 5 Tbps global cloud network absorbs the largest attacks with specialized support for massive volumetric attacks
- Advanced algorithms solve the most difficult application layer attacks without challenging legitimate users
- Protects Web, DNS, network devices and application servers
- Deploy for a single server or an entire class C network
- Supports Anycast DNS and Unicast DNS routing
- Supports on-demand BGP routing
- Monitors attacks as they happen
- 24/7 operations center
- Backed by the Imperva security research team
- Part of a comprehensive solution that includes web security and content delivery.

Individualized Service

A TAM will reduce your implementation time and simplify your support experience. By engaging a TAM, it ensures your support experience is responsive and efficient. Your Imperva TAM becomes your single point of contact for service-related questions, issue management, problem resolution and feature requests. A TAM will act as your consultant to provide you insight and support as your requirements and network change over time.

Premium Support Service Level

Customers who engage a Technical Account Manager automatically receive upgraded Imperva Premium Support response time service levels. This offers clients improved response times for any type of technical support incident from standard through critical. Premium Support program incident response times can be found in the Premium Support data sheet.

Quarterly Service Review

The Quarterly Service Review is a formal process that presents a summary of events that occurred during the preceding quarter. Among the activities reviewed, overall system health, security events, security trends, policy or configuration improvement and deployment optimization. The Quarterly Review helps you monitor the effectiveness of your Imperva deployment and help you prepare for future requirements.

Early Access and Extended Trials

A TAM offers you a direct connection to the product team. Through your TAM, you will have early access to new features, feature requests and periodic roadmap updates. Feature requests that are received by a TAM will often be given high priority.

Custom Training for Your Staff

Access to a service expert provides you opportunities for live training webcasts that are designed to meet the specific needs of your organization.

Dedicated to Your Success

Investing in an Imperva Technical Account Manager creates a direct link between our teams ensuring that you maximize the benefit of your Imperva solution.