

Designated Support Engineer

The Imperva Designated Support Engineer (DSE) is a named senior resource delivering a white glove support experience. The DSE works closely with your organization providing timely, thorough, and accurate responses throughout the support and operational lifecycle. Your DSE navigates complex environments, tough compliance mandates, and demanding business requirements.

Tailored Partnership

Supporting a limited number of customers, the DSE is able to maintain regular communication and collaboration with stakeholders and develop intimate knowledge of all aspects of the technical and business environment. With the continuous engagement that this level of partnership provides, the DSE shortens troubleshooting and dramatically accelerates time to resolution. As an advanced technical resource, the DSE is able to directly investigate and resolve issues, while also acting as a focal point for support interactions by driving escalation and coordinating with other resources when necessary.

Proactivity & Continuity

With the sole objective of making sure deployed solutions are successful, the DSE protects your investment and ensures your satisfaction. Each issue managed and tracked in Imperva's case management system follows your change control requirements, and the DSE provides regular, proactive updates that enable you to effectively manage product configuration and software maintenance.

Because your business operates at scale and your technology partners must too, the DSE provides weekly status reports and live reviews that summarize outstanding issues and ongoing initiatives. Additionally, the DSE delivers formal quarterly reviews for stakeholders and leaders to outline deployment status, recommendations, enhancement requests, and strategic planning.

HIGHLIGHTS

- Case handling and troubleshooting
- Escalation help and business liaising
- Ongoing weekly status review
- Formal quarterly reviews
- Improved support experience
- Faster investigation and resolution
- Premium Support SLAs for applicable products
- Named resource
- Dedicated full-time engagements available

Holistic Premium Support

This hands-on support resource enhances the value of Imperva's best-in-class technology. Collaborating with other elements of Imperva's support, services, and consulting portfolio, the DSE identifies and addresses operational challenges, reduces the risks of unexpected downtime and incidents, and keeps you informed and engaged as products and businesses grow and develop.

Terms & Conditions

- A single DSE is expected by default to spend approximately 5-10 hours per week working with an assigned account. Larger environments or higher time expectations (up to and including full-time) can be accommodated and quoted - please discuss with your Imperva representative and the Services team prior to sale.
- The DSE is focused on remote troubleshooting and working support cases. On-site assistance, deployment, or operational activities such as proactive management and monitoring are available through services in the portfolio that complement DSE.
- Outside of individual DSE availability, troubleshooting and case handling defaults to Support, but multiple DSEs can be contracted for extended coverage or extended time allocation with a single DSE. Cases that overflow to Support will still have input and oversight from the DSE and may revert to the DSE upon availability.

Service Terms

This description of services constitutes the Statement of Work for the Imperva Designated Support Engineer (DSE) services described herein. This offering consists of a proactive support effort and is governed by the terms and conditions of the Imperva Professional Services Agreement, which can be found at: https://www.imperva.com/legal/imperva_professional_services_agreement/, except to the extent the customer has a mutually signed contract in effect with Imperva or Incapsula that covers these services (the "Terms"). All capitalized terms used in this service description, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of a conflict between this service description and the Terms, this service description shall take precedence. The Imperva Designated Support Engineer services (DSE) are defined as Value Added Services, integration, or technical services performed by the Imperva Imperva Designated Support Engineer services (DSE) under this datasheet. Imperva Designated Support Engineer services (DSE) exclude hardware maintenance and repair, software maintenance, the service, education services, outsourcing services, or standard support services provided by Imperva which are not specifically stated within the scope of this datasheet. Customers will comply with the general obligations specified in this datasheet in a timely manner. The customer acknowledges that Imperva's ability to deliver the Imperva Designated Support Engineer services (DSE) is dependent upon the customer's full and timely cooperation with the Imperva Designated Support Engineer services (DSE) as well as the accuracy and completeness of any information and data the customer provides to Imperva.

Payment and Validity

This offering is fixed price, inclusive of expenses, and will be billed upon receipt of an acceptable purchase order or order form. Acceptance of Services occurs upon Imperva's performance of the Services. Acceptance of deliverables, if any, occurs upon delivery. The Customer must schedule delivery of the offering to be completed within a period of 12 months (one year) from purchase. The Customer may not schedule delivery beyond the one-year period unless the contracted service term exceeds 12 months. At the end of the one-year period, Imperva's full obligation to deliver the offering is considered fulfilled, and the Customer's right to receive the Service will expire. This offering is non-cancellable and non-refundable. A contract renewal will be required to be completed at the end of the one-year period (or contractual end date) the service may only be commenced after contract renewal.