

Enterprise Services for Cloud Application Security

Dedicated Security Expertise

Web application security monitoring and management are resource intensive and can be costly for organizations to absorb on their own. The Imperva cloud WAF is available with an optional Enterprise Services offering that provides organizations with continuous management by security experts. With Enterprise Services for Imperva, organizations can supplement excellent technical solutions and free IT resources by leveraging a dedicated global team of only **the most knowledgeable and experienced web application security professionals**. The Enterprise Services team operates and manages your cloud application security service and performs other tasks to ensure you get the most out of your investment.

Ongoing Consultation

Our highly adept security engineers work hand-in-hand with you to provide postsale consultation, including answering questions, building product knowledge, and advising you on how to fine-tune your system. The team helps you identify ongoing opportunities in which you can leverage Imperva technologies to advance your security or performance initiatives.

Enterprise Services engineers will help with, guide, and execute tasks on your behalf in order to optimize and maximize the security of your protected assets. We will help you **integrate** your implementation with our most advanced features like API and SIEM, **customize** and add security policies, **optimize** configurations, and **manage** the required day-to-day tasks.

Onboarding Assistance

The Enterprise Services team can go beyond their focus of monitoring, optimizing, maturing, and operating your cloud application security service in order to directly provide complimentary onboarding assistance for customers with basic, low volume deployments (ask your account representative for details). In instances where implementations begin with a Professional Services engagement, Enterprise Services and Professional Services work together from initial planning discussions through implementation and beyond to ensure smooth continuity of service and preservation of knowledge.

Structured and On-demand Training

Enterprise Services include a number of seats in Imperva Training resources critical to building knowledge and awareness of Cloud Application Security.* These resources **include both** a dedicated training course and an on-demand library.

The Cloud WAF Web Security Administration training course teaches a variety of topics covering both Application Security and DDoS Protection. Starting from an overview of benefits and features available and extending into the detailed security model and account options, this course provides a broad set of information useful to both those working with the Imperva Cloud Application Security platform as well as the general domain of web application security.

The On Demand Library offers a suite of targeted lessons covering a variety of Imperva products and associated tasks or options. It is available at any time once activated and designed to be easily consumable for those looking to dive more deeply into particular topics.

* EXACT NUMBER OF SEATS IS DEPENDENT ON SUBSCRIPTION LEVEL.
ADDITIONAL TRAINING SEATS AND OFFERINGS ARE ALSO AVAILABLE.

Training Entitlements

OFFERING TYPE		Users
App Protect Essentials	1 user	<ul style="list-style-type: none"> On-Demand Library (x1) Self-Paced Course (x1)
FlexProtect Plus	2 user	<ul style="list-style-type: none"> On-Demand Library (x2) Self-Paced Course (x2)
App Protect Professional	3 user	<ul style="list-style-type: none"> On-Demand Library (x3) Self-Paced Course (x3)
App Protect Enterprise	4 user	<ul style="list-style-type: none"> On-Demand Library (x4) Self-Paced Course (x4)
App Protect 360	5 user	<ul style="list-style-type: none"> On-Demand Library (x5) Self-Paced Course (x5)

Premium Global Support

With Enterprise Services also comes Premium Global Support. Enterprise Services customers get the best of both worlds with 1) Access to the Global Enterprise Services team, for all deliverables available under the Enterprise Services program and 2) Priority 24x7 access to the Imperva Support team for any critical or time-sensitive inquiries, with the best available SLAs.

Standard vs. Premium Support: First Response SLAs

SUPPORT DELIVERY	STANDARD SUPPORT	PREMIUM SUPPORT
Critical Impact	< 2 hrs	< 30 min
Major Impact	< 4 hrs	< 1 hr
Low Impact	< 1 Business Day	< 8 hr

Enterprise Services Deliveries Chart

	SERVICE	CLOUD APPLICATION SECURITY	
ON GOING SERVICE	Optimization	Configuration / Caching	
		Security Policies	
	Customization	Customized Reporting	
		Advanced Rules / Blocking Pages	
	Integration	SIEM / Weblogs / API	
	Management	Service Review	
		Imperva Cloud Platform Features	
		Report Analysis & Follow-up	
	Service Levels	Service Level Targets	< 1 Business Day

Customers not receiving **AdvancednReports** or **Proactive Monitoring** as part of their Cloud Application Security subscription will be entitled to those deliverables through the Enterprise Service program.

Advanced Reports provide monthly and quarterly insights into security posture, attack readiness, and real threats to protected assets.

Proactive Monitoring provides notifications of anomalous behavior and suspicious interactions with initial review/triage by an Imperva security engineer as well as potential recommendations of necessary actions.

Imperva is an analyst-recognized, **cybersecurity leader** championing the fight to **secure data and applications** wherever they reside.