Enterprise Services for Data Security Fabric

Imperva Data Security Fabric (DSF) gives organizations more visibility and control to drive their data security posture and meet compliance mandates than ever before. Organizations committed to maximizing the value of their Imperva DSF implementation look to mitigate the risks that come with configuring and managing a new technology, or even create additional value with improved analytics and expertise.

Imperva Enterprise Services combines the tools, processes, and experience of Imperva's own security engineers with insider access to Imperva research and development resources to deliver unparalleled value from DSF technology. This globally distributed team remotely delivers 24×7 monitoring, optimization, and maintenance, collectively managing assets that protect tens of thousands of customer databases and applications around the world.

Operational Excellence

Effective management begins with 24×7 proactive health monitoring to ensure the DSF platform fulfills mission-critical functions and is resistant to disruption. Early detection of error states, performance degradation, misconfigurations, connectivity issues, etc... prevents these kinds of problems from compromising the effectiveness of security and compliance controls. The Enterprise Services team conducts troubleshooting until resolution, as well as patching, maintenance, and interfacing internally with Imperva's support and escalation teams, with the overall objective of minimizing impact to your time and resources while maintaining change control and oversight.

Enterprise Services provides backup management, maintains policy configuration, tunes false positives, and can assist in integration with third-party technologies for logging, alerting, and data retention. During incident investigation and audit procedures, Enterprise Services retrieves and processes audit data.

Assisted Detection & Response

Enterprise Services builds on that foundation by providing 24×7 proactive security monitoring. Through statistical analysis and correlation across the Data Security product suite, and custom algorithms within the Imperva Enterprise Services architecture, the team identifies anomalous behavior, threats, and potential breaches. For potential incidents, Enterprise Services engineers perform initial assessment and triage, collecting data and identifying false positives, escalating as necessary with appropriate details, context, and recommendations. Imperva's Enterprise Services engineers remain engaged

HIGHLIGHTS

Pillars of Enterprise Services :

- Health
- Security
- Expertise

Proactive Platform Management:

- Maintenance and troubleshooting
- Reporting and dashboards
- Capacity and performance

Proactive Risk Mitigation:

- Auditing and retention
- Tuning and configuration
- Data Risk Analysis
- Data discovery and Classification
- Database vulnerabilities and user rights access

Expertise:

- 24×7 global coverage by pool of experts
- Research and recommendations
- Fast time to value and reduced operational costs

as needed throughout the lifecycle of the incident, working with security staff to modify or create new policies, collect additional reporting, and other tasks necessary for a satisfactory resolution.

In addition to the curated suite of security policies that power proactive monitoring, Imperva Enterprise Services engineers tune policies and profiled patterns and are available to modify or create new custom policies upon request to address the changing nature of the customer's environment, business, and regulatory compliance needs.

Insights & Expertise

Customers can take the value of their DSF implementation to the next level with insights and expertise provided by Enterprise Services engineers. Enterprise Services delivers quarterly reporting summarizing health and security trends within their environment, and providing recommendations on improving security posture and maturity.

Through database security assessments, sensitive data classification, custom reporting, and on demand assistance with emerging challenges, Imperva Enterprise Services engineers are trusted advisors who ensure that Imperva DSF meets and exceeds the security and compliance objectives that makes businesses thrive.

Leveraging Imperva's company-wide threat insights and first hand front line experience, Enterprise Services maximizes access and visibility into security and compliance controls, providing your business stakeholders with peace of mind knowing that your most crucial assets are protected and monitored by proactive experts.

Bundled Training

Enterprise Services include a number of seats in Imperva Training resources critical to building knowledge and awareness of Data Security Fabric.

Plan Level	Training Entitlement
Data Protect	1 user • On-Demand Library (1x) • ILT Class (1x)
Data 360	2 users • On-Demand Library (2x) • ILT Class (2x)

Data 360 Coverage

With Imperva's Data 360 plan, Enterprise Services extends these deliveries to jSonar. Through local and remote monitoring of platform resources and service status, as well as testing, validation, and maintenance for patches and supported upgrades, Enterprise Services supports healthy and effective operation of the whole DSF solution. Additionally, the Enterprise Services team assists with investigation, forensics, and recommendations as well as customization assistance for security and reporting. Finally, for business continuity and disaster recovery, Enterprise Services assists during failover and validates transfer to secondary nodes.

Terms & Conditions

- Virtual Private Network (VPN) access to managed assets required
- Must match Data Security Fabric subscription type (Protect vs 360) and scope of licensed assets (base plan, apps, and bandwidth)
- Enterprise Services delivers remote monitoring, maintenance, optimization, and customization of the Imperva solution under management. There is no express limitation on number of interactions or type of task undertaken by ES on the customer's behalf, provided tasks are:
    - Within the valid term of the service subscription
    - Applied only within the assets under management (ES manages Imperva technology and cannot directly manage connected infrastructure, third-party integrations, etc...)
- ES engineers require approval by an authorized account representative to make changes that may impact the security posture or effectiveness of managed solutions. The ES team will undertake normal troubleshooting, maintenance, and operational tasks independently, and present recommended actions with clarity and simplicity to maintain a cooperative and productive relationship.

Service Terms

This description of services constitutes the Statement of Work for the Imperva Enterprise 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 Enterprise Services for Data Security Fabric (DSF) are defined as Value Added Services, integration, or technical services performed by the Imperva Incapsula Enterprise Services under this datasheet. The Enterprise Services for DSF 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 Enterprise Services DSF services is dependent upon the customer's full and timely cooperation with the Enterprise Services team 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.