

Managed 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 Managed Services offering that provides organizations with continuous management by security experts.

With Managed 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 Managed 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.

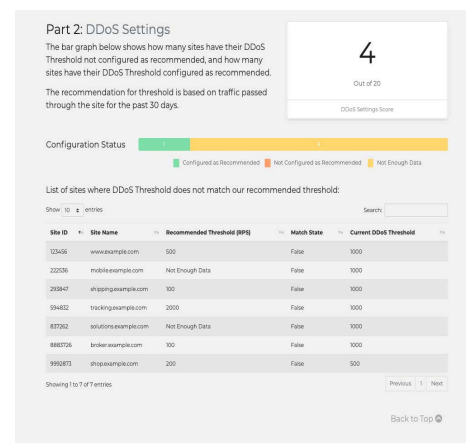
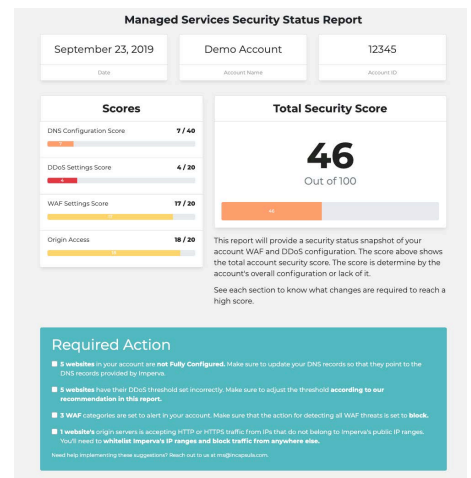
Managed Services engineers will help with, guide, and execute tasks on your behalf in order to optimize and maximize the security of your protected assets. We will help you **integrate** your implementation with our most advanced features like API and SIEM, **customize** and add security policies, **optimize**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

Proactive security event monitoring

In high volume traffic environments with thousands of visitors and transactions per day, it can become very challenging for organizations to pinpoint underlying issues. The Managed Services team assists with this task by having the means to detect, analyze and address anomalies, providing insights and recommendations. After analyzing and validating, the Managed Services Team proactively contacts you with the anatomy of the incident, providing insights and recommendations.

- **Anomaly Detection:** The Managed Services team monitors customer websites for anomalies in security events.
- **Scanners & Dev Tools:** The Managed Services team monitors for excessive scanning activity and use of hacking/development tools.

SAMPLE REPORTS



- **Partial DNS Configuration:** The Managed Services team tracks DNS changes and proactively contacts you with recommendations on next steps.

Advanced reporting

Gold Managed Services customers receive exclusive access to our **full reporting package** that highlights strengths, weaknesses, risk levels, and actionable improvement opportunities within your implementation.*

- **Get Configured & Secured:** The Security Status Report highlights potential misconfigurations in your account, from partially configured domains to exposed origin servers.
- **Know Where You Stand:** The Account Statistics Report provides traffic analysis of the last 30 days, showing aggregate measurements based on real traffic generated for your protected domains.
- **See the Bigger Picture:** A quarterly report contains aggregate statistical data at the account level seen in the last 90 days.

Onboarding assistance

The Managed 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, Managed Services and Professional Services work together from initial planning discussions through implementation and beyond to ensure smooth continuity of service and preservation of knowledge.

Premium global support

With Managed Services also comes Premium Global Support. Managed Services customers get the best of both worlds with 1) Access to the Global Managed Services team, for all deliverables available under the Managed 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 hrs.

* Silver Managed Services customers receive access to the Security Status Report, with the option to add on additional reports.

SAMPLE REPORT



Managed Services Deliveries Chart

SERVICE			SILVER	GOLD & FLEXPROTECT
PROACTIVE SERVICE	Monitoring	Anomaly Detection	✓	✓
		Suspicious Tools	✓	✓
		DNS Configuration	✓	✓
		Origin Access	✓	✓
		Malicious IP Insights	✓	✓
		Account Lock	✓	✓
	Reporting	Monthly Security Status	✓	✓
		Monthly Account Statistics	Add-on Available*	✓
		Quarterly View	Add-on Available*	✓
ONGOING SERVICE	Optimization	Configuration / Caching	✓	✓
		Security Policies	✓	✓
	Customization	Advanced Rules / Blocking Pages	✓	✓
	Integration	SIEM / Weblogs / API	✓	✓
	Management	Imperva Cloud Platform Features	✓	✓
	Service Levels	Service Level Targets	<2 Business Days	<1 Business Day

* Contact Account Manager for more details about add-ons.

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

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