

SERVICES DESCRIPTION: SKU# PS-IJUMP

Imperva Cloud WAF JumpStart

For Imperva Web Application Firewall (WAF)

It is the mission of Imperva professional services to maximize the value and effectiveness of the security solution. Imperva Jumpstart services provides a solid foundation for an integrated and operationalized protection using Web Application Firewall (WAF). This solid foundation enables alignment with business requirements, operational needs, and implementation documentation for the Cloud WAF solution. Imperva professional services team draws from extensive Implementation experience and strong technical knowledge through working closely with Imperva development. This experience assures timely success in providing the following:

- Onboarding of up to 25 Web sites into Imperva cloud
- Logging Integration with third party systems e.g. SIEM
- Incapsula Load-balancing and Failover configured
- Best Practice policies and custom rules
- Implementation documentation

Cloud WAF provides multiple means and implementation scenarios to address a broad range of web application protection needs. Imperva consultants will guide and recommend the deployment that best meets the customer business requirements.

Why Imperva Services?

Leverage our in-depth expertise, Imperva consultants bring broad security knowledge, deep technical understanding of security technology, and hands on operational experience, to ensure any engagement can be practically adopted by our clients. Imperva consultants utilize a proven and time tested methodology to maximize the value and success of services provided. This is also a result of consultants working closely with Imperva development and support increasing the knowledge base during service delivery.

KEY FEATURES AND BENEFITS

Get it right the first time

Save time and
development team resources

Provide Knowledge
transfer to your staff

Optimize your Imperva
investment

Duration

Delivery of these services will not exceed a total of one (1) man-week (40 hours) of contiguous staffing as the defined effort for this Incapsula Jumpstart offering. These services may be performed remotely. Imperva uses a forty (40) hour billable work week, ten hours per day, typically Monday through Thursday, as its standard work week and it defines a work day as a period of time not to exceed ten (10) hours with appropriate time provided for breaks, meals and communication back to Imperva for Imperva related tasks. All hours worked by the Imperva consultant remote to support the project documentation requirements will be chargeable under the engagement. Work will not begin until receipt of Imperva readiness kit from customer.

Service Terms

This service description is the statement of work for the services described herein. This offering consists of a consulting effort and is governed by the terms and conditions of the Imperva professional services agreement which can be found at: http://www.imperva.com/other/imperva_professional_services_agreement.pdf except to the extent customer and Imperva have a mutually signed contract in effect that covers the services (the "Terms"). All capitalized terms used in this datasheet, but not otherwise defined, will have the meaning assigned to them in the terms. In the event of a conflict between this datasheet and the terms, this datasheet shall take precedence. For purposes of this datasheet, "Services" is defined as consulting, integration or technical services performed by Imperva under this datasheet. Services excludes hardware maintenance and repair, software maintenance, education services or other standard support services provided by Imperva; software as a service; management services; and outsourcing services. Customer will comply with the general obligations specified in these terms, and this datasheet, in a timely manner. Customer acknowledges that Imperva's ability to deliver the services is dependent upon the customer's full and timely cooperation with Imperva as well as the accuracy and completeness of any information and data customer provides to Imperva. During the provision of services Imperva may be required to install copies of third- party or Imperva branded software and be required to accept legal terms accompanying such software ("Shrink-Wrap terms") on behalf of the customer. Shrink-Wrap terms may be in electronic format embedded in the software contained within the software documentation. Customer hereby acknowledges that it is customer's responsibility to review Shrink-Wrap terms at the time of installation and hereby authorizes Imperva to accept all Shrink-Wrap terms on its behalf.

Payment and Validity

This offering is fixed price inclusive of expenses and will be billed to the customer upon completion. 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. 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. If customer cancels or postpones the agreed upon schedule for any reason without provided Imperva at least ten (10) business days' advance written notice, customer will be responsible for twenty-five percent (25%) of the scheduled services price for the first week canceled or postponed. Pricing for the JumpStart offering may vary by country.

Personnel

Customer Agrees not to solicit, or make offers to employment to or enter into consultant relationships with, any Imperva employee involved, directly or indirectly, in the performance of services hereunder for six (6) months after the date such employee ceases to perform services under these terms. Customer shall not be prevented from hiring any employee who responds to a general hiring program conducted in the ordinary course of business or not specifically directed to such Imperva employees. Imperva conducts background checks in accordance with Imperva's policies and procedures.