

Managed Services for On-Prem Application Security

Total Partner and Customer Care for Imperva On-Prem Application Security

Imperva Application Security stops web attacks and prevents costly data breaches and downtime. The Web Application Firewall (WAF) is a precision solution that constantly learns and adapts to an organization's specific application environment.

This precision is supported by extensive management and tuning capabilities. And while many organizations possess the resources to deploy, manage and tune the Imperva WAF on their own, others may prefer to trust these services to the team that knows WAF best: the Imperva Managed Services team.

Imperva Managed Services combines the best and most experienced Imperva security engineers with tools and methods honed from years of hands-on experience. The Managed Services team is distributed globally, operates 24x7, and manages hundreds of customer environments and appliances around the world.

Individualized Security

Managed Services team members adapt the security requirements specific to each customer. They are experienced in working with all manner of web infrastructure - no matter how large, diverse, or complex a customer's web environment may be, the Managed Services team will have web application protection applied quickly, optimizing it to take full advantage of Imperva WAF's new security and performance-enhancing features as they become available with version enhancements or in response to developments such as publicized vulnerabilities.

KEY CAPABILITIES:

Dynamic profiling learns protected applications and user behavior, automatically applying a positive security model

Flexible deployment to support hybrid environments (On-Prem and cloud)

Updates web defenses with research-driven intelligence on current threats

Correlates security violations to detect sophisticated, multi-stage attacks

Automated virtual patching

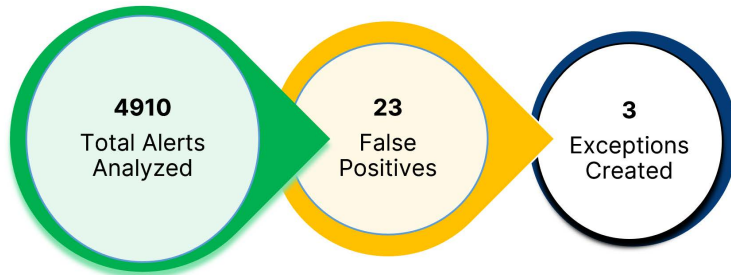
High performance; transparent, drop-in deployment

Fully PCI compliant

Simplified event investigation with Attack Analytics

Precision Tuning

The Managed Services team will customize the WAF to meet each customer's specific needs, and precision-tune it to perfectly align the WAF to match the customer's traffic and to deliver optimum website, web application or API protection avoiding any false positives. Once configured, the WAF is optimized to actively block malicious traffic, technical attacks and business logic attacks.

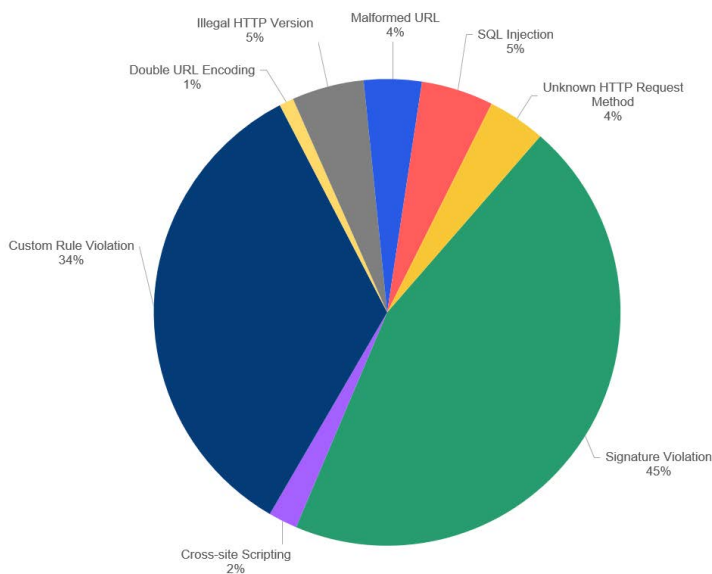


Dedicated Maintenance and Health Monitoring

Managed Services team members actively monitor Imperva WAF, update new security measures and carefully tune policies based upon a customer's specific needs and the attacks their web application firewall encounters. They leverage specialized tools for monitoring and optimizing the web application firewall, and analyze critical health and performance indicators in conjunction with strict incident response and change management procedures.

Expert Trend Analysis

The Managed Services employs powerful analytic tools and specialized logging systems in order to trend and better understand attack patterns in protected environments. Managed Services engineers understand the schedule of a client's vulnerability scans and the uniqueness of a single source or type of attack, and use this knowledge to better tune customers' environments. By investigating individual security events and combining that knowledge with a deep understanding of customers' websites, the Managed Services team is able to adaptively adjust Imperva WAF.



SAMPLE REPORTS

Extensive Reporting

The Managed Services team will leverage the extensive reporting capabilities of the Web Application Firewall to provide customers deep forensic insight. These customized graphical reports enable customers to quickly analyze security threats and meet compliance requirements. Reports can be viewed on demand or delivered on a daily, weekly, or monthly basis via FTP or email (depending upon support level).

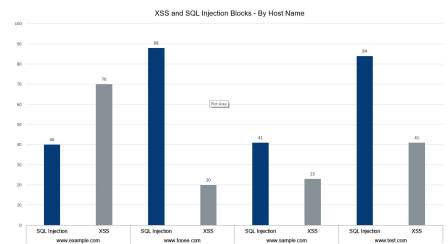
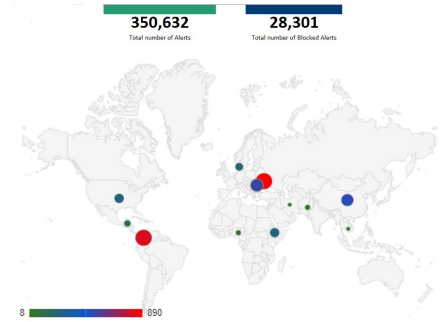
Unparalleled Security Expertise

The Managed Services team works hand-in-hand with the world-renowned Imperva security research team. This cooperation yields the most up-to-date threat intelligence, and the most complete set of application signatures and policies in the industry.

Maintenance and Monitoring

The Managed Services team helps ensure that the customer's WAF implementation is healthy and resistant to disaster or other disruption by providing the following services:

- Daily backup of system configuration and security events
- 24x7 Health Monitoring to proactively catch any performance degradation, network issues, or other problems that could impact the effectiveness of the WAF or accessibility of the protected web application(s)
- Patch Installations to ensure that the WAF system runs with the latest bug fixes and performance improvements using only field-tested and proven patch levels
- Ongoing maintenance to handle any other issues that may arise with the WAF product, collaborating with Imperva's other professional teams to ensure the best and shortest path to resolution.



Imperva WAF Gateway

The market-leading Imperva WAF Gateway empowers organizations to protect their applications through automated web security and flexible deployment. WAF Gateway provides comprehensive protection and granular capabilities, making it the ideal solution to secure valuable web assets, achieve PCI compliance and provide iron-clad protection against OWASP Top Ten security attacks.

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

Managed Services Deliveries Chart

| SERVICE | | SILVER | GOLD | PLATINUM & FLEXPROTECT |
|----------------------|--|---------|---------|------------------------|
| Health | 24x7 Proactive Health Monitoring | ✓ | ✓ | ✓ |
| | Maintenance & Troubleshooting | ✓ | ✓ | ✓ |
| | Daily Backups & Verification | ✓ | ✓ | ✓ |
| Security | 24x7 Proactive Security Monitoring | ✓ | ✓ | ✓ |
| | Incident Response & Escalation | ✓ | ✓ | ✓ |
| | Policy & Profile Customization & Tuning | ✓ | ✓ | ✓ |
| | API Security | | ✓ | ✓ |
| Insights & Expertise | Custom Reports | ✓ | ✓ | ✓ |
| | On-Demand Consultation | ✓ | ✓ | ✓ |
| | Quarterly Review & Recommendation | ✓ | ✓ | ✓ |
| | Vulnerability Scanner Integration | | ✓ | ✓ |
| | Application User Tracking | | | ✓ |
| | 24x7 Support (response time for critical severity) | 4 Hours | 2 Hours | 1 Hour |