imperva

DATASHEET

Managed Services for Data Security

Proactive monitoring, management, and expertise for Imperva Data Security

Imperva Data Security solutions provide full visibility into data usage, vulnerabilities, and access rights. Enabling security and audit professionals to improve data security and meet compliance mandates.

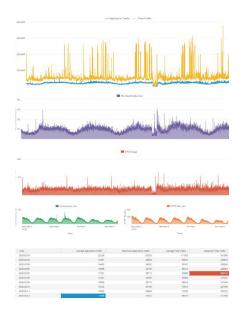
Organizations committed to maximizing the value of their Imperva Data Security implementation may look to mitigate the risks that come with configuring and managing a new technology or to create and protect additional value with improved analytics and expertise. Imperva Managed Services combines Imperva security engineers with tools and methods honed from years of hands-on experience in order to remotely deliver management, maintenance, and monitoring for Imperva Data Security solutions. These experts are distributed globally, operating 24×7 and managing assets protecting tens of thousands of customer Databases and Applications around the world.

Health monitoring and maintenance

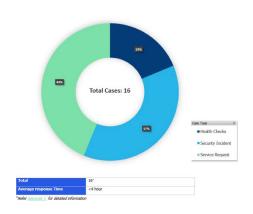
Effective management begins with 24×7 proactive health monitoring to ensure the Data Security platform fulfills mission-critical functions and is resistant to disaster or disruption. Early detection of error states, performance degradation, misconfigurations, connectivity issues, etc... prevents these kinds of problems from compromising the effectiveness of your Data Security implementation. The Managed Services team conducts ongoing maintenance and troubleshooting to bring these issues to resolution, including patching and interfacing internally with Imperva's support and escalation teams - always with the overall objective of minimizing impact to the customer's time and resources while maintaining any necessary change control and oversight.

Managed Services provides daily off-site backups of management servers containing configuration and local databases of events. The team maintains audit policy configuration, including archiving and purging of audit data, and can assist on integration with secure remote storage for long-term audit retention.

Sample Reports







Security monitoring and incident response

Managed 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 solutions within the Imperva Managed Services architecture, the team identifies threats, potential breaches, and anomalous behavior. On such occasions, Managed Services engineers perform initial assessment and triage, collecting data and identifying potential false positives, then if required escalate to the customer's designated security contacts to provide details of the incident, context, and recommendations. Imperva's Managed Services engineers remain engaged after initial notification, working with the customer's security staff to modify or create new policies, collect additional reporting, and other tasks that may be necessary to bring the incident to a satisfactory resolution.

In addition to the curated suite of security policies that power proactive monitoring, Imperva Managed 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.

Sample Reports

Purpose

This document provides the quarterly analysis and review of your environment. It covers security and audit data analysis, health monitoring and performance, customer req

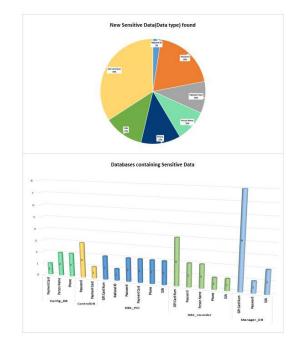
and other deliverables associated with Managed Services.



Insights and expertise

Customers can take the value of their Data Security implementation to the next level with additional insights and valuable expertise provided by Managed Services engineers. Managed Services delivers quarterly reporting summarizing health and security trends within their environment, identifying pressing issues, and providing recommendations on how to mature their Data Security implementation.

Whether executing advanced scans such as database security assessments and sensitive data classification, delivering custom reporting on auditing or configuration, or being available for consultation and thought leadership on new challenges that Imperva Data Security can address, Imperva Managed Services engineers are trusted advisors who ensure that customers using Imperva Data Security meet - and exceed - the security and compliance objectives that will make their business thrive.



Managed Services Deliveries Chart

| SERVICE | | SILVER | GOLD & FLEXPROTECT |
|-------------------------|--|--|--|
| Health | 24×7 Proactive Health Monitoring | ~ | ~ |
| | Maintenance & Troubleshooting | ~ | ~ |
| | Daily Backups & Verification | ~ | ~ |
| | Audit Data Lifecycle Management | ~ | ~ |
| Security | 24×7 Proactive Security Monitoring | ~ | ~ |
| | Incident Response & Escalation | ~ | ~ |
| | Policy & Profile Customization & Tuning | ~ | ~ |
| Insights & Expertise | Custom Reports | ~ | ~ |
| | On-Demand Consultation | ~ | ~ |
| | Quarterly Review & Recommendation | ~ | ~ |
| | PCI/HIPAA Compliance Remediation | ~ | ~ |
| Advanced Scanning | Data Discovery | | ~ |
| | Sensitive Data Classification | | ~ |
| | Database Security Assessment | | ~ |
| | User Rights Management | | ~ |
| Service Levels | Response Times | 2 Hours - Critical 4 Hours - Non-Critical | 4 Hours - Critical 8 Hours - Non-Critical |

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