

General Services

Expanding the solution

Your web applications, APIs, and microservices are critical to your business. Signal Sciences Professional Services are designed to help you keep them secure. Whether you're a small business with a 1-man security team or a large enterprise, we pride ourselves on being our customers' main advocates in gaining the most value from our Web Protection Platform.

Our goal is simple: we want to help your teams detect and defend against real world threats. Our patented architecture, real-time data, and integrations allow your teams to see and secure attacks without false positives or impacting performance.

From initial deployment to ongoing training and deep integration of Signal Sciences data into your systems and processes, we'll walk you through step by step. Our team of technical experts have extensive security and product knowledge to share with your teams advance your web security efforts. The following services are available for customers to select based on your organization's specific needs.

Deployment Services (Per Web App)

A detailed and documented implementation plan based on a proven, multi-phased methodology for a successful implementation, including:

- Planning
- Development Testing
- Rollout
- Monitoring (We ensure it works!)
- Knowledge Transfer
- Formal Project Close

Introduction to Signal Sciences Training - 101

Half day session for up to 15 attendees that introduces users of Signal Sciences to the platform, teaches skills for using Signal Sciences, and provides real world exercises for learning.

SigSci Advanced Training (Troubleshooting & APIs) - 201

Half day session for up to 15 attendees that teaches the students how to do advanced troubleshooting of Signal Sciences Agents and Modules. Walking through the Signal Sciences APIs to extract, transform, and load data into other tools or services.

Advanced Rules (5 Rules)

Creation of up to 5 advanced rules. Professional Services will gather requirements on a call on on-site with customer to understand the pattern that they would like to have tagged so that it can be used as a custom alert or just for reporting.

Healthcheck

A virtual health check service to ensure the customer's complete deployment is functioning well, following best practices, and being fully utilized. A "Report Card" assessment is delivered at the end to show any learnings or suggestions for improvement.

Integration Services

Customized integration or middleware support for business specific use cases. Examples include tie-ins with 3rd party or internal tools to pull in Signal Sciences data for broader reporting.

On-Demand Consulting

For services that fall outside of the scope of these listed offerings, Signal Sciences will consult with your team to devise a plan and strategy to address your specific requests.

Trend Analysis Services

Proactive monitoring of the deployment by your named SME to identify potential issues and advanced security threats. Plus, recommendations on how to improve the deployment based on analysis of real data from your sites.

Note: Services may be provided on-site or remote. All on-site work will be subject to approved work related travel and expenses (T&E).



Any App

Cloud, Containers, PaaS,
and Serverless
Web Servers and Languages
Gateways and Proxies



Any Attack

OWASP Top 10
Application DoS
Brute force attacks

+ MORE



Any DevOps Toolchain

Slack Splunk
Datadog SIEM/SOC
Webhooks tools via APIs

+ MORE