

TAM Shared Services

Expert assistance and guidance

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-person 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.

Technical Account Management (TAM) Shared Services

TAM Shared Services are designed to align your team with expert resources from Signal Sciences to help you gain the most from your security investment in Signal Sciences. Our team of technical experts has extensive security and product knowledge to share with your teams to advance your web security efforts. The term for TAM Shared Services is one year.

Key Business Benefits

- Augment your team resources with on-demand expert advice
- Realize quickest time to value with deployment assistance
- Spread organizational awareness of a new security tool
- Mitigate risk with automated protections around unique business logic
- Streamline deployment with a customized health check

Deliverables

Access to TAM Shared Resource Pool: 5x9 access to a virtual team of Signal Sciences subject matter experts (SMEs) to consult on best practices and architecture design, including support for meetings or calls to share knowledge, expertise, and guidance on our platform.

Deployment Services (2 Web Applications): 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

Signal Sciences Training 101 Course: Two (2) half-day training sessions for up to 15 attendees that review Dashboard use, simulated application attacks, best practices, and leave-behind summary slides from the sessions.

Advanced Rules Bundle (up to 10 Rules): Creation and deployment of up to 10 advanced rules after consulting with your team to gather criteria and expected behavior.

Quarterly Health Check Plus (Remote): A quarterly report that summarizes areas of your deployment where you could be gaining more from the platform. Plus, a review with your SME of a summary of new features, any outstanding support issues, and a roadmap presentation.

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