Signal Sciences

Implementation Services Overview

Enabling Your Application Security Success

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 or a large enterprise, we pride ourselves on being customers' advocates so they gain the most value from our web app and API protection platform.

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

Technical Expertise to Fortify Your Web Security

Need to onboard a new application service or train a new team? Implementation services are great for first-time customers as well as long standing customers broadening their deployments. Our implementation process and deliverables will 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. Leveraging a mature and robust deployment methodology based on success from our experience implementing within the wider Signal Sciences customer base, your organization benefits by:

- 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 customized health check

Key Deliverables of Signal Sciences Implementation Services

We'll work with you to identify the level of service you require to fully realize the value of Signal Sciences. All implementation engagements provide the foundation for successfully deploying our web protection technology and defeating threat actors with our automated solution.

Deployment Services:

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

Planning This project phase will consist of activities to prepare for the successful deployment of Signal Sciences console. Phase One is typically conducted as a series of meetings and workshops, remote analysis and documentation.	**Phase One**	• Project scope • Project deliverables • Project schedule • Solution architecture / High Level Design • The project management system to be followed
Development Testing This project phase will consist of the testing and development within the customer's test or QA environments if they have one or wish to install in their test environment	**Phase Two**	• Installation and validation of agent/module components • Identify any customizations (alerts, rules, signals) or integrations needed for test/QA environment • Review and document any false positives • Review performance and reliability of agent in environment
Product Environment Rollout This phase focuses on testing and development within the customer's production environment	**Phase Three**	• Installation and validation of agent/module components • Identify any customizations (alerts, rules, signals) or integrations needed for production • Review and document any false positives • Review performance and reliability of agent in environment
Monitoring This deployment phase focuses on running Signal Sciences in production for a period of time to ensure it works as expected	**Phase Four**	• Review current deployment plan to ensure deployment is completed or any outstanding items are resolved • Review status of existing deployed systems to ensure there are no outstanding issues • Review current usage of Signal Sciences console to determine if there are additional ways the product can be utilized
Knowledge Transfer This phase's activities concentrate on reviewing the transfer of knowledge to the customer's personnel throughout the project	**Phase Five**	• Assess the customer technical team's level of knowledge and skill required and obtained • Identify the most appropriate method to facilitate knowledge transfer • Supply resources and training sessions for each solution component to the customer team
Formal Project Close These activities focus on reviewing the project delivery and formally closing the implementation and deployment	**Phase Six**	• Analysis of project delivery • Meeting to review project Close Summary • Project Close Summary sent to customer

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)